

How to pay your utility bill online

Go to your online banking website. Log in and go to bill payments.

Search the payee list for "Kelowna" and select the "utilities" listing from the results.
(Multiple listing options will appear, avoid "tax" as this is another online account payment option)

Locate your **Account Number** at the top of your City of Kelowna Utility Bill.

Sample of the new utility bill

You will need your Access Code to sign up for ebilling or access other online services.

Your account number is specific to your property.



UTILITY BILLING
1435 Water Street
Kelowna, BC V1Y 1J4
250-469-8757
kelowna.ca/utilities

UTILITY BILL
Multiple Copies Printed 7876
ACCT NUMBER: [REDACTED] BILLING PERIOD: Apr 17, 2017
ACCESS CODE: [REDACTED] TO: Jun 16, 2017
DUE DATE: Jul 12, 2017 BILLING DATE: Jun 16, 2017

NAME: [REDACTED]
FOR SERVICE AT: [REDACTED]
ACCOUNT TYPE: [REDACTED]

FOLIO: [REDACTED] ROUTE: 57

DATE	METER NO.	NO. OF DAYS	CURRENT READING	PREV READING	CONSUMPTION	AMOUNT
Jun 6, 2017	[REDACTED]	60	130625	12945	117 CM	
Jun 16, 2017	BASE WATER RESIDENTIAL 5/8IN 15MM METER				60 CM	25.07
Jun 16, 2017	METERED WATER SINGLE FAMILY \$0.428 / cubic metre (A)				57 CM	25.88
Jun 16, 2017	METERED WATER SINGLE FAMILY \$0.576 / cubic metre (A)					32.83
Jun 16, 2017	WATER QUALITY ENHANCEMENT 5/8IN 15MM					15.77
Jun 16, 2017	FLAT SEWER					40.76
AMOUNT NOW DUE:						140.11

The Folio number is your tax roll number.

The Route is the number of the route that your meter is checked on.

Enter your Account Number where prompted to in your online banking platform.
(Do not include dashes or spaces. If your account number is 01-2345678-000 you will enter 012345678000)

Enter your payment amount (full, partial or pre-payment). Click submit or confirm.

Print or save the confirmation page or note the confirmation number for your records.

If you need assistance, please contact your financial institution for banking systems support.

