How to pay your utility bill online

City of **Kelowna**

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

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.