



Utility Billing Revenue Branch
1435 Water Street
Kelowna, BC V1Y 1J4

utilitybilling@kelowna.ca
250-469-8757
kelowna.ca/utilities

Utility Billing Equalized Payment Plan Information Sheet

The Equalized Payment Plan is set up to provide customers with a convenient schedule for paying their City of Kelowna Utility bills.

On the Equalized Payment Plan customers will receive a bi-monthly bill showing actual usage but will make a monthly payment based on their average usage.

Once a year in the fall (October/November, depending on the billing cycle), you will receive a true-up/reconciliation bill with a charge or a credit for the difference between the monthly payments made and the actual consumption charged to your account. The true-up/reconciliation bill must be paid in full by the due date in order to continue participating in the Equalized Payment Plan. At that time, your consumption will be reviewed and a new updated installment amount for the upcoming year will be set.

When you first enrol in the Equalized Payment Plan you will be contacted by the City of Kelowna to confirm your calculated average monthly payments.

Questions & Answers

What amount will be deducted?

For 11 months your account will be deducted an equal payment calculated on the average of your billing history (previous 12 months). The final month (in October/November) will be a true-up/reconciliation bill between monthly payments made and your actual usage.

Am I qualified to enrol in the Equalized Payment Plan?

To qualify for enrolment in the Equalized Payment Plan your account must be in good standing. If you currently have an outstanding balance you will not be able to enrol in the Equalized Payment Plan.

Can I enrol in the Equalized Payment Plan without enrolling in Pre-Authorized Withdrawals?

Under the Equalized Payment Plan, you will be required to sign up for Pre-Authorized Monthly Withdrawals (PAWS). A dishonoured payment will result in a fee added to your account. More than one dishonoured pre-authorized payment may result in removal from the Equalized Payment Plan.

Can I discontinue my enrolment in the Equalized Payment Plan?

You can choose to discontinue participation by providing written notice to Utility Billing customer care at least 20 days in advance of the payment due date.

How do I contact Utility Billing customer care?

You can email us at utilitybilling@kelowna.ca or give us a call at 250-469-8757. Alternatively, you can visit us in person at City Hall or mail a letter to: Utility Billing Revenue Branch, 1435 Water Street, Kelowna, BC, V1Y 1J4.