



# IN YOUR COMMUNITY

## Utility billing and business licence reminders and online solutions available in respect of postal strike

In respect of the Canada Post strike, the City of West Kelowna is reminding customers of some important year-end billing information and online solutions, including how to check accounts, pay any balances owing on utility bills and renew business licences.

### Utility bills: How to check balances and pay before Dec. 31, 2024

Residents receiving utility bills digitally will be emailed their balances and payment instructions. Those without registered emails can register for an account at <https://online.westkelownacity.ca>.

#### Payment options:

- **Online:** Use your financial institution (Payee: West Kelowna – Utilities). Retain payment confirmation.
- **In-person:** By cash, cheque, or debit at City Hall (3731 Old Okanagan Highway), Mon–Fri, 8:30 a.m.–4:30 p.m. Note: City Hall closes at 3 p.m. Dec. 24 and reopens Jan. 2 at 8:30 a.m.
- **Afterhours:** Cheques only, via the 24/7 drop box at City Hall. Include your bill stub or account number on the memo line and place it in an envelope.

**Important:** Payments must be received by Dec. 31—postmarks are not proof of payment.

The City does not accept direct credit card payments, but options are available via third-party providers like Plastiq and PaySimply.

Balances unpaid by Jan. 1, 2025, will transfer to property taxes, with interest and late fees applicable.

### We are here to help!

For assistance with utility billing, business licence renewals and other programs or services, please call 778-797-1000, email [info@westkelownacity.ca](mailto:info@westkelownacity.ca) or visit City Hall at 3731 Old Okanagan Highway during business hours.

### Business licences – how to renew before Jan. 31, 2025

The week of Dec. 2, the City will email business licence holders with 2025 renewal information, including the amount for the tier that your business is in and also whether your licence has an inter-community designation attached to it:

- Tier 1 - \$60
- Tier 2 - \$135
- Tier 3 - \$360
- Tier 4 - \$500
- Inter-community – the applicable tier above plus an additional \$150 fee

For more information, visit [westkelownacity.ca/businesslicence](https://westkelownacity.ca/businesslicence).

#### Payment options:

- **Online:** Add “West Kelowna Business Licence” as a payee through your financial institution and use your six-digit customer number.
- **In-person:** Cash, debit, or cheque at City Hall (3731 Old Okanagan Highway), Mon–Fri, 8:30 a.m.–4:30 p.m. Note: City Hall closes at 3 p.m. Dec. 24 and reopens Jan. 2 at 8:30 a.m.
- **Afterhours:** Cheques only via the 24/7 drop box at City Hall. Make payable to City of West Kelowna; please include your six-digit customer number in the memo line.

The City does not accept direct credit card payments, but options are available via third-party providers like Plastiq and PaySimply.

If you do not receive an email from the City by Dec. 11, email [business.licence@westkelownacity.ca](mailto:business.licence@westkelownacity.ca) to provide your email address to receive your invoice or visit City Hall in person during business hours.