


REGISTER UTILITY BILLING AND PROPERTY TAXES:

- VIEW ACCOUNT ACTIVITY
- E-BILLING SETUP
- PASSWORD RESET

COVID-19 Caring for Our Community View All

 OUR COMMUNITY PARKS, RECREATION AND CULTURE BUILDING, BUSINESS AND DEVELOPMENT CITY HALL I WANT TO...


EXPLORE LOCAL

What are you looking for?

[Engage With Us](#) [Jobs](#) [Maps and GIS](#) [News and Subscriptions](#) [Online Services](#)

Ask West Kelowna

Login

 [Home](#) [Register Account](#) [Property Tax](#) [Utility Billing](#) [FAQ](#) [Contact Us](#)

City of West Kelowna Online Services





Welcome

PROPERTY TAXES

If you are registered with Online Services, you may view details of your tax account including transactions, assessments, and bill summaries. Access Property Tax information by using the tab above or Quick Links to the right. To view your account, please Log In if you're an existing online user or Register as if you are a new online user.

- **NEW FOR 2021** - Effective January 1, 2021 all home owner grants must now be claimed directly through the [Province of BC Home owner grant program online or by phone](#).

Quick Links

-  [Property Taxes](#)
-  [Utility Billing](#)
-  [Register Account](#)
-  [Contact Us](#)



Welcome to City of West Kelowna Online Portal

User Name:

Password:

Login

Existing account....
Refer to **EXISTING ACCOUNT - LINK ACCOUNT(S)**
steps below

Not Setup for Access on our Site?

Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

Show Me How

First time user
Refer to **FIRST TIME LOGIN - CREATE ACCOUNT**
steps below

FIRST TIME LOGIN – CREATE ACCOUNT

Not Setup for Access on our Site?

Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

Show Me How

What type of Account are you trying to add?

Select Account Type ▾

Drop down

ADD UTILITY BILLING ACCOUNT

What type of Account are you trying to add?

UB-Utility Billing ▾

Add UB Account

Enter your Account # & Access/PIN #

Account Number:

Account number and access code located on bill

Access Code / Pin:

(See sample below)

Please Notify me by Email that my Utility Bill is Ready:

I will View my Utility Bill Online:

Attach a PDF Copy of the Utility Bill to the Email:

Email Address:

Cancel **Continue**

CITY OF WEST KELOWNA
 2760 CAMERON RD
 WEST KELOWNA BC V1Z 2T6
 Phone: (778) 797-1000
 Fax: (778) 797-1001



QUARTERLY Utilities Invoice

Account #:

Billing Date:
Batch #:

Bill From:
Bill To:

Due Date :



Make Cheque Payable to
 CITY OF WEST KELOWNA
 Enter Amount Enclosed



Account Balance \$

Amount Due \$

⑆ 7 1 9 5 ⑆ 9 0 0 ⑆

96

Please detach and return top portion with payment. Retain bottom portion for your records. Payable at Most Financial Institutions.

Account #:

Billing Date:
Batch #: 2017093013

Bill From:
Bill To:

Lot: Block: Plan #: Range: Meridian: Section:

Account Details From:

Access Code

Code	Description	From	To	Units	Amount
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Balance Forward As Of :

Just a couple more steps to setup your personal access account for the portal.

User Name:
Email Address:
Password:
Confirm Password:

Select User name, email address and password to use for login

ADD PROPERTY TAXES ACCOUNT

Need to Add an Account?

Enter your Property Tax Roll # & Access/PIN #

Jurisdiction:
Roll:
Access Code / Pin:

Roll number and access code located on tax notice
See sample below
Include decimal in Roll #

Please Notify me by Email that my Property Tax Notice is Ready:

I will View my Property Tax Notice Online:

Attach a PDF Copy of the Property Tax Notice to the Email:

Select options for ebilling

Enter valid email address

Email Address:

PROPERTY TAX NOTICE

CITY OF WEST KELOWNA
2760 CAMERON RD
WEST KELOWNA BC V1Z 2T6
Phone No.:(778) 797-1000

Roll:	364	Lot:	Block:
Civic Address:			
Legal Desc:	Plan:		
	DL#:		

Mortgage Code:
Mortgage Name:

Access Code:
Reprint

WEST KELOWNA BC

If the property has been sold, please forward this notice to the purchaser

Taxable Assessed Value

DUE DATE	
Class	Land Improvements

Class

Land

Improvements

EXISTING ACCOUNT – ADD ACCOUNT(S)

Using your existing login (user name and password) there are two options to login.

The screenshot shows a website interface with a navigation bar containing 'Home', 'Link And Register', 'Property Tax', 'Utility Billing', 'FAQ', and 'Contact Us'. A 'Login' button is circled in red in the top right corner. A red arrow points from this button to a 'User Log In' modal window. The modal window contains fields for 'Username:' and 'Password:', a 'Login' button, a 'Cancel' button, a 'Remember Login' checkbox, and a 'Reset Password' button. The 'Link And Register' link in the navigation bar is also circled in red.

ADD UTILITY BILLING

Account Management

Hi Jane Doe

Click on a row to access one of your existing accounts.

Accounts				
Show	10	entries	Search:	Print
	Module	Account Code	Name	Linked
Edit	PT-Property Taxes	364- 12345.678	Jane Doe	Linked
Edit	UB-Utility Billing	nnn-xxxx-nnn	Jane Doe	Linked

Showing 1 to 2 of 2 entries

Need to Add an Account?

UB-Utility Billing

Edit UB Account

Enter your Account # & Access/PIN #

Account Number: nnn xxxx nnn

Access Code / Pin: Access code located on utility bill See sample below

Please Notify me by Email that my Utility Bill is Ready: Select options for ebilling

I will View my Utility Bill Online:

Attach a PDF Copy of the Utility Bill to the Email: Enter valid email address

Email Address:

Cancel Save Delete

CITY OF WEST KELOWNA
2760 CAMERON RD
WEST KELOWNA BC V1Z 2T6
Phone: (778) 797-1000
Fax: (778) 797-1001



QUARTERLY Utilities Invoice

Account #:
Service Address:

Billing Date:
Batch #:

Bill From:
Bill To:

Due Date :



Make Cheque Payable to
CITY OF WEST KELOWNA

Enter Amount Enclosed

Account Balance \$

Amount Due \$

⑆47195⑉900⑆

96

Please detach and return top portion with payment. Retain bottom portion for your records. Payable at Most Financial Institutions.

Account #:
Service Address:

Billing Date:
Batch #: 2017093013
Meridian :

Bill From:
Bill To:
Section :

Lot : Block : Plan # : Range :

Account Details From:

Access Code

Code Description From To Units Amount

Balance Forward As Of :

ADD PROPERTY TAXES

Account Management

Hi Jane Doe

Click on a row to access one of your existing accounts.

Accounts

Show 10 entries

Search: Print

	Module	Account Code	Name	Linked
Edit	PT-Property Taxes	364-12345.678	Jane Doe	Linked
Edit	UB-Utility Billing	nnn-xxxx-nnn	Jane Doe	Linked

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Need to Add an Account?

PT-Property Taxes

Edit PT Account

Enter your Property Tax Roll # & Access/PIN #

Jurisdiction: 364-CITY OF WEST KELOWNA

Roll: 12345.678

Access Code / Pin:

Access code located on tax notice
See sample below

Please Notify me by Email that my Property Tax Notice is Ready:

I will View my Property Tax Notice Online:

Attach a PDF Copy of the Property Tax Notice to the Email:

Email Address:

Select options for ebilling

Enter valid email address

Cancel **Save** Delete

PROPERTY TAX NOTICE

CITY OF WEST KELOWNA
2760 CAMERON RD
WEST KELOWNA BC V1Z 2T6
Phone No.:(778) 797-1000

WEST KELOWNA BC

If the property has been sold, please forward this notice to the purchaser

Taxable Assessed Value

Roll:	364
Civic Address:	
Legal Desc:	Plan:
	DL#:
Lot:	Block:

Mortgage Code:
Mortgage Name:

Access Code: Reprint

DUE DATE	
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Class

Land Improvements

PASSWORD RESET

The screenshot shows the City of West Kelowna website with a 'Login' button circled in red in the top right corner. A 'User Log In' modal is open in the center, featuring a 'Reset Password' button also circled in red. The modal includes fields for 'Username' and 'Password', a 'Remember Login' checkbox, and 'Login' and 'Cancel' buttons. The background shows navigation links like 'Home', 'Register Account', 'Property Tax', 'Utility Billing', 'FAQ', and 'Contact Us', along with 'Quick Links' for 'Property Taxes', 'Utility Billing', and 'Register Account'.

You do not need to know your username to reset your password, just click Reset Password

The screenshot shows the 'Password Reset' form on the City of West Kelowna website. The form is titled 'City of West Kelowna > Home' and contains the following text: 'If you forgot your password an email with a password reset link will be sent to you. Click on the link in that email and you will be taken to a page where you can then create a new password. You can request the email by providing your email address or your user name.' Below this text are two input fields: 'User Name (leave blank if you do not remember):' and 'Email Address:'. At the bottom of the form are 'Send Reset Link' and 'Cancel' buttons.