

## Commonly asked questions:

### How do I change my email for e-billing?

Log into your MyCity account. Click update profile then press change email.

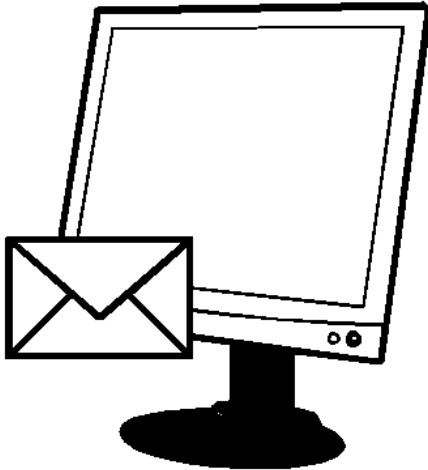
From the profile screen you can also change your phone number, name, and security question.

### How do I print a past bill?

Log into your MyCity account. Click on the account you are needing a past bill for then scroll down until you reach the title eBills.

### How do I review just a brief billing history?

Log into your MyCity account. Click on the account you are needing the history on then scroll down until you have reached the title Billing History.



### How do I review my Reading History?

Log into your MyCity account and click on the account that you need. Then scroll down until you have reached the title Readings.

If you have water and electric services at your property you can select from the drop down menu, just above the readings, either water or electric to view each service.

#### Need Help

....with Utility Accounts

Call 250-490-2489

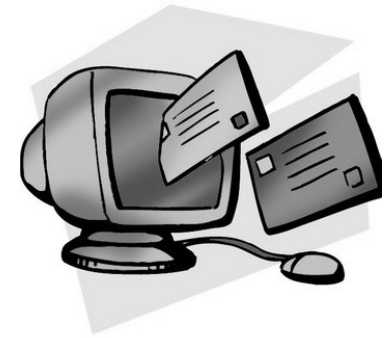
Email: [utilities@penticton.ca](mailto:utilities@penticton.ca)

....with Tax Accounts

Call: 250-490-2485

Email: [taxclk@penticton.ca](mailto:taxclk@penticton.ca)

## E-Billing Instructions



Registering your Utility Account  
with MyCity is easy & free!

Save time and money

Go one step further and register  
your Property Taxes to monitor  
your Tenants Accounts!

## Sign up for Utility e-billing with these easy steps:

1. Go to [www.penticton.ca](http://www.penticton.ca). Hold your cursor over City Hall tab. Click on **ONLINE SERVICES**. Then click on MyCity and continue.
2. Underneath the Login button, click on the word **HERE**. (underlined in blue)
3. Set up your MyCity account by filling in the required information.
4. Click **CONTINUE**.
5. A confirmation email will be sent to your email address, with a 6 digit code that you will need to enter on the log in page. check your spam / junk folder if nothing arrives.
6. Once confirmed, log back into your MyCity account and click on **REGISTER ACCOUNT**.
7. Click **REGISTER AN UTILITY ACCOUNT**.
8. Enter the customer account number and access code found on your utility bill. Then click **YES** to subscribe to eBilling.

## Did you know?

- Once your utility account is set up in MyCity, and you're receiving monthly e-bills, you can view past bills, print off any bills you have missed or may need for income tax purposes.
- You can also register your property taxes to monitor your tenant utility accounts—see instructions to the right.
- If you are monitoring your tenant utility accounts it will only allow you to see any balances that are past due or finalized. This information is restricted by FOIPPA legislation.
- You can register all of your utility and property tax accounts with MyCity. You will just need to follow the steps from step 6 on to register each account.

<b>Utility Information</b>
Customer/Account # _____
Access Code _____

<b>Tax Information</b>
Folio _____
Access Code _____

## How to monitor your tenant's Utility Accounts using MyCity

1. Log into your MyCity account
2. Click on **"REGISTER ACCOUNT/EDIT"**
3. Select **REGISTER A TAX ACCOUNT**
4. Enter the Folio number and access code found on your property tax notice and click **"REGISTER"** Should display a message that your account was successfully added.
5. Once account is created, click on the account to enter then scroll down to the bottom to see **UTILITY BALANCES**.

Note: you can also register your property taxes for e-billing and monitor your tax information using MyCity.