City of West Kelowna
3731 Old Okanagan Highway, West Kelowna, British Columbia V4T 0G7
Tel.: 778-797-1000 Fax: 778-797-1001

Dear customer:

FINANCIAL SOFTWARE TRANSITION

The City of West Kelowna is transitioning to new, more efficient financial software. The transition is scheduled to begin **January 1, 2027**.

This change will **not affect your current Utility Billing or Property Tax account numbers**. We appreciate your patience during the transition, as there may be some delays while the new system is implemented.

The new software will feature an improved, customer-friendly online portal with convenient **online payment options**. Once the new portal is available, you will need to create a new online account and link your existing City accounts to your profile.

More information about the new online portal, including instructions on how to set up your account and link your City accounts, will be provided as we get closer to the implementation date.

Thank you for your patience and understanding as we work to improve our financial services.

Financial Services

City of West Kelowna