



# Utility Billing Customer Care Bylaw No. 8754 – Amendment 6

November 27, 2017

# Highlights

(Details in Appendix A to Council Report)

- ▶ City of Kelowna assuming utility billing services from third party provider (Corix)
  - ▶ Update and clarify various terms and processes
  - ▶ Utility accounts responsibility of property owner
  - ▶ Account is in owner's name
  - ▶ Option for tenants to receive bill copy
  - ▶ Aligned with treatment of property tax accounts



*Questions?*

For more information, visit [kelowna.ca](http://kelowna.ca).