



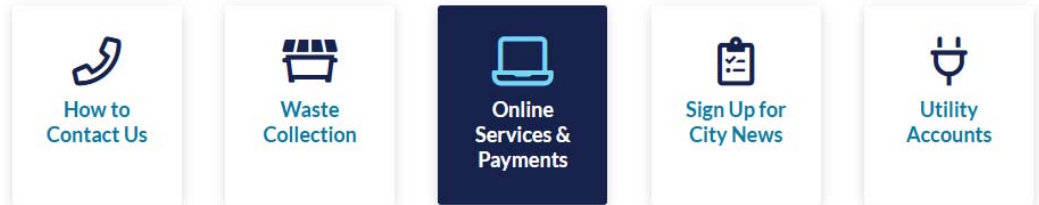
MyCity Instructions

How to register your online MyCity account:

1. Go to penticton.ca
2. Click on **Online Services & Payments**

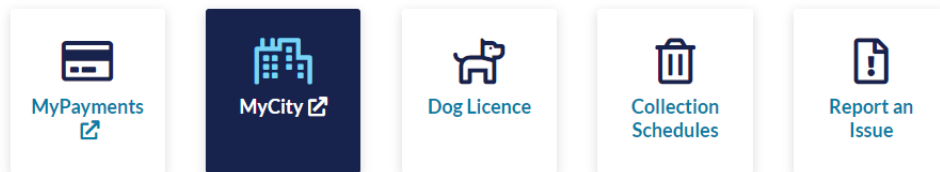
Featured Services:

Resident →
Business
Visitor

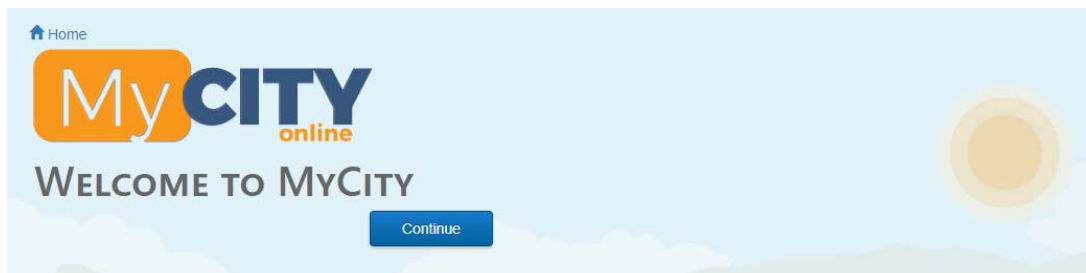


3. Click on **MyCity** (which should open another web page)

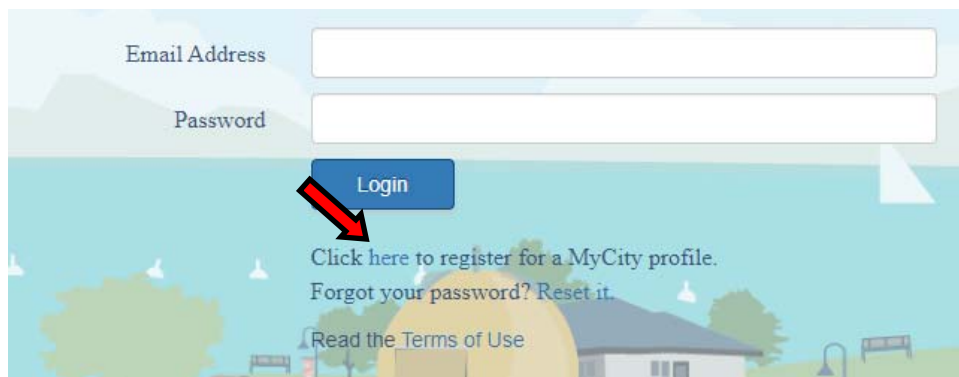
Online Services & Payments



4. Click **Continue**



5. Underneath the Login button, click on the word **“here”**





MyCity Instructions

6. Complete your Profile Registration by filling in the required information (see example below)

Please ensure you choose a password based on best practices and that it is at least 8 characters long

A screenshot of a registration form for the City of Penticton. The form is divided into three sections: Applicant Information, Address Information, and Password Information. The background features a colorful illustration of a park with people walking, a bicycle, and buildings.

Applicant Information

First Name* Harvee

Last Name* Hockey

Email Address* harvee.hockey@penticton.ca

Phone* 250-490-2400

Address Information

Unit [] House* 171

Street* Main Street

City* Penticton

Country* CANADA

Province* BRITISH COLUMBIA

Postal/Zip Code* V2A 5A9

Password Information

Password*

Confirm Password*

Security Question* What was the name of your first pet?

Security Answer* Goose



MyCity Instructions

7. Click Continue

Password Information

Password*	<input type="password" value="....."/>
Confirm Password*	<input type="password" value="....."/>
Security Question*	<input type="text" value="What was the name of your first pet?"/>
Security Answer*	<input type="text" value="Goose"/>

8. Please **DO NOT** navigate away from the Profile Activation page while waiting for the verification code email

PROFILE ACTIVATION

DO NOT CLOSE THIS WINDOW before entering your verification code.
Please allow up to 10 minutes for the activation email to arrive.

Verify your email address: harvee.hockey@pentiction.ca
Enter the verification code we sent to harvee.hockey@pentiction.ca

Do you have a Hotmail.com, Outlook.com or Live.com email address? Add the domain Pentiction.ca to your Safe Senders List to ensure you receive your activation email and future emails from the City of Pentiction.
For detailed instructions on how to do this, please visit the [online resource](#).


Enter the verification code:



MyCity Instructions

9. A confirmation email will be sent to your email address with a 6 digit code that you will need to enter on the Profile Activation page (You may need to check your spam or junk folder)

Penticton MyCity Account Registration

 donotreply@pentiction.ca
To harvee.hockey@pentiction.ca

City of Penticton

MyCity Registration

Harvee Hockey,

Thank you for registering for a Penticton MyCity profile for harvee.hockey@pentiction.ca. To complete your registration, please navigate to the open verification window and enter the confirmation code.

Verification Code: 123456

To return to the MyCity Verification Code Activation Page, click [here](#).

If you have received this message in error and did not register for a MyCity profile, please disregard this email.

City of Penticton
Email Reference #1406070

10. Go back to the Profile Activation page that you left open, enter your 6 digit code, and click **Continue**

PROFILE ACTIVATION

DO NOT CLOSE THIS WINDOW before entering your verification code.
Please allow up to 10 minutes for the activation email to arrive.

Verify your email address: harvee.hockey@pentiction.ca
Enter the verification code we sent to harvee.hockey@pentiction.ca

Do you have a Hotmail.com, Outlook.com or Live.com email address? Add the domain Penticton.ca to your Safe Senders List to ensure you receive your activation email and future emails from the City of Penticton.
For detailed instructions on how to do this, please visit the [online resource](#).

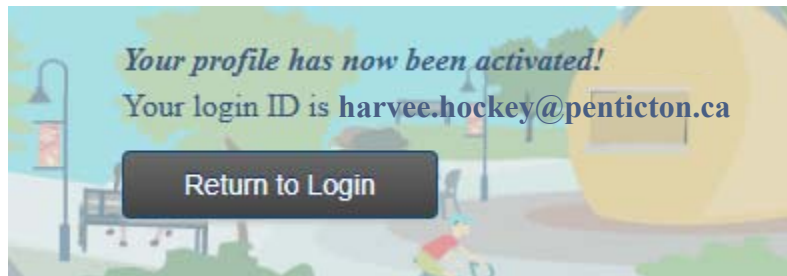
Enter the verification code:





MyCity Instructions

11. Once confirmed, you should see the following message:



12. Click on **Return to Login** and log into your MyCity account by entering your username (email) and password that you set up and clicking **Login**

A login form with a light blue background. The word "LOGIN" is displayed in large, bold, dark blue letters at the top left. Below it, there are two input fields: "Email Address" containing "harvee.hockey@penticton.ca" and "Password" containing a series of dots. A blue "Login" button is positioned below the password field.

13. On the home page, click on **Register Account**

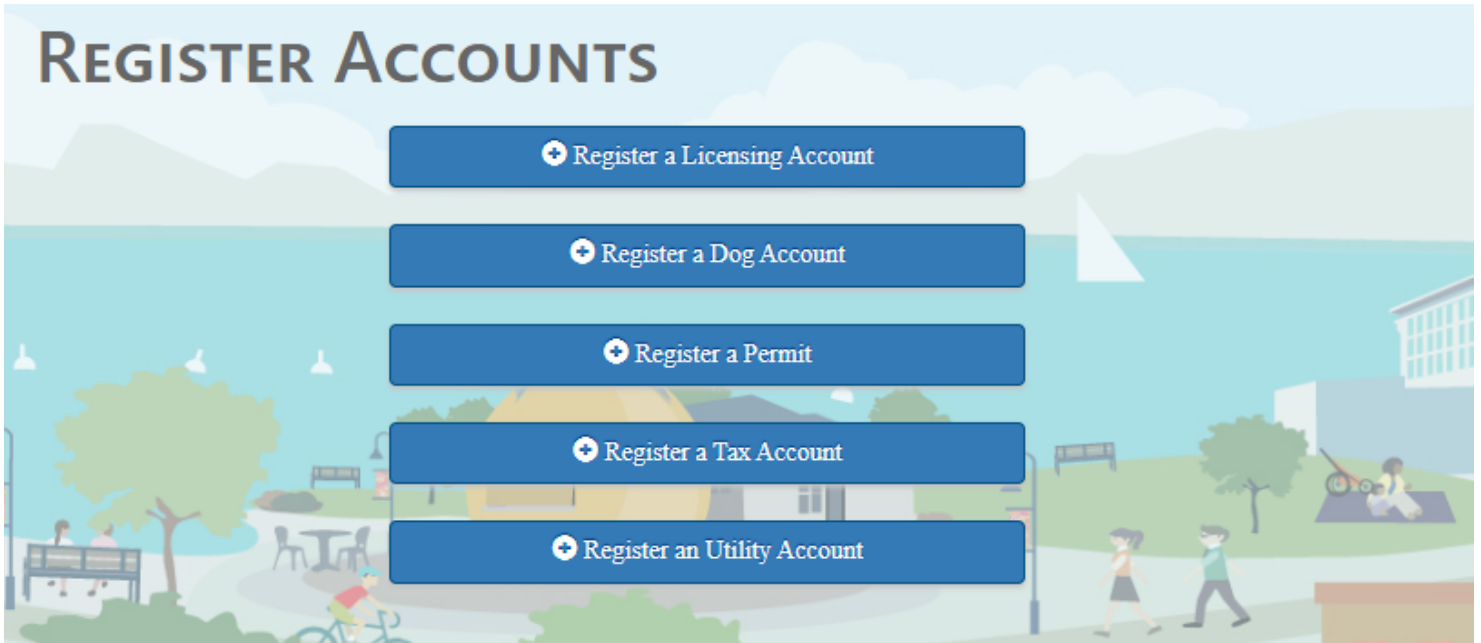


The following pages provide instructions on how to register your Utility Account (Step #14), Property Tax Account (Step #22), and Dog License Account (Step #24)



MyCity Instructions

14. Click on Register a Utility Account



15. Enter the customer account number (including the dash) found at the top right of your utility bill and the access code found on the top left of your utility bill



City of Penticton
171 Main Street
Penticton, BC V2A 5A9
GST No. R106984081

Customer Service: (250) 490-2489 or utilities@penticton.ca
24 Hour Online Access:

www.penticton.ca

MyCITY

Access Code: 202400

WATER METER INFORMATION

Meter	Type	Days	Current	Previous	Used	Units
	Actual	34				Kwh
	Demand	34				KVA

ACCOUNT INFORMATION

ACCOUNT NUMBER:	12345678-123456
SERVICE ADDRESS:	171 MAIN ST
ACCOUNT TYPE:	City
ELECTRIC SERVICE PERIOD:	Sep 26, 2024 - Oct 30, 2024
BILLING DATE:	Nov 15, 2024
DUE DATE:	Dec 09, 2024

ACCOUNT ACTIVITY

Previous Balance	
Payment - Thank You - Nov 06, 2024	CR
Balance Forward	0.00

NEW CHARGES

Electric - Consumption

Current Charges

ACCOUNT BALANCE

Account Balance

YOUR MONTHLY USAGE



MyCity Instructions

16. Select **Yes** to subscribe to email billing and click **Register**

REGISTER AN ELECTRICITY AND/OR WATER ACCOUNT

Customer-Account Number* 12345678-123456

Access Code* 202400

Subscribe for eBilling?* Yes ✓ No

Register

The registration form is set against a background illustration of a park with a house, trees, and people. It includes input fields for account number and access code, a radio button selection for eBilling, and a prominent Register button.

17. The following confirmation will appear and click **OK**

REGISTER AN ELECTRICITY AND/OR WATER ACCOUNT

Account Registered

The account has been successfully registered.

OK

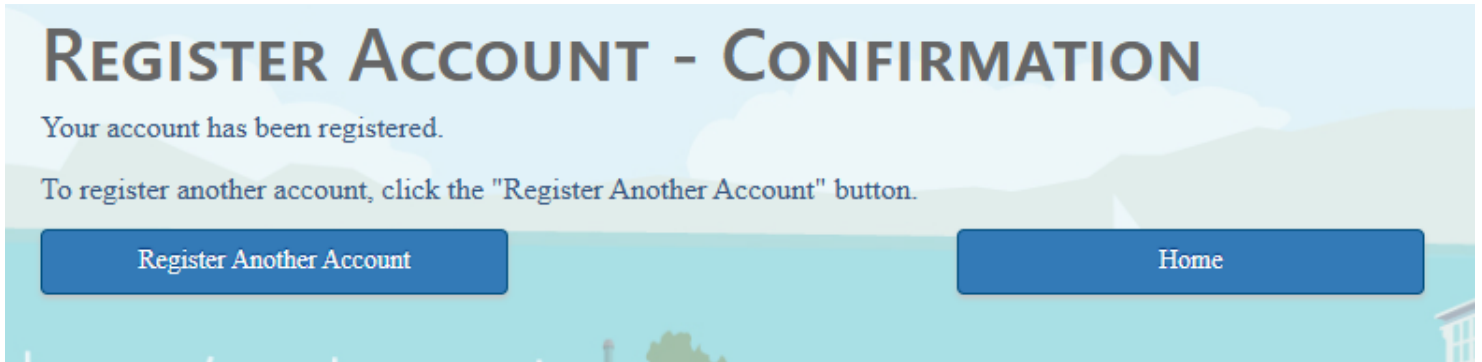
Subscribe for eBilling?* Yes ✓ No

The confirmation dialog is a white box with a dark border, centered over the registration form. It contains a title, a message, and an OK button. The background form is dimmed.

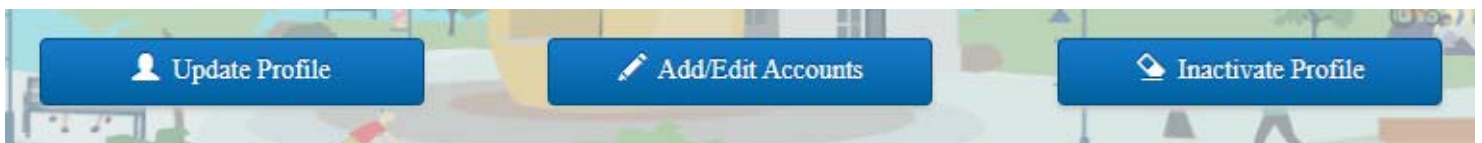


MyCity Instructions

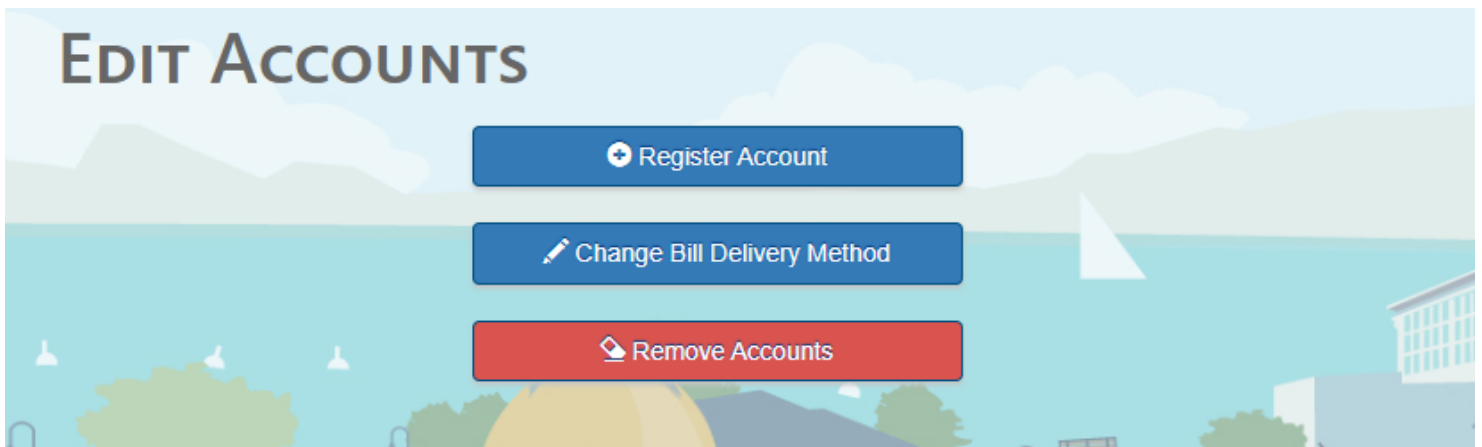
18. To add additional accounts, click on **Register Another Account**



19. Or from the Home page, go to **Add/Edit Accounts**



20. Click **Register Account**

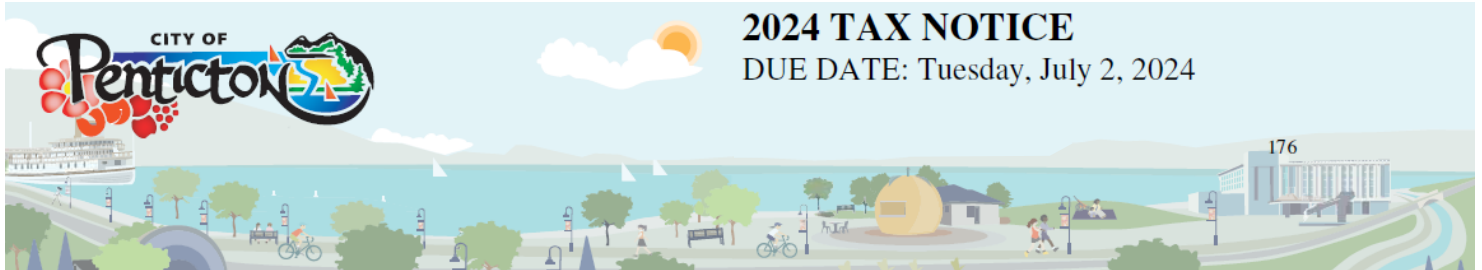


21. Follow Steps #14 to #17 to register another utility account



MyCity Instructions

22. To register a Property Tax account, click on **Register a Tax Account**



171 Main Street, Penticton, BC V2A 5A9
 p: (250) 490-2485 f: (250) 490-2422 e: taxclk@penticton.ca

PENTICTON (CITY)
 171 MAIN ST
 PENTICTON BC V2A 5A9

10% PENALTY APPLIED IF FUNDS NOT RECEIVED
 OR GRANT NOT CLAIMED BY JULY 2, 2024

COP

JURISDICTION	222		
FOLIO / ROLL	12345-000	ACCESS	202401
PROPERTY ADDRESS	171 MAIN ST		
PID		RATES	

LEGAL DESCRIPTION			
TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES			
CLASS	GENERAL	SCHOOL	HOSPITAL
6 - Bus/Oth			
COLUMN A NO GRANT	COLUMN B BASIC GRANT	COLUMN C ADDITIONAL GRANT	

TAXES COLLECTED FOR THE PROVINCE OF B.C.

School 3.39000

TAXES COLLECTED FOR OTHER AGENCIES

Regional District of Okanagan Similkameen 0.34370
 Regional District 9-1-1 (Improvements Only) 0.16610
 Regional District S.I.R. (Land Only) 0.07870
 BC Assessment 0.09630
 Municipal Finance Authority 0.00050

CITY OF PENTICTON TAXES

23. Enter the folio number (including the dash) and the access code found on the top left of your property tax notice, select **Yes** to subscribe to email billing, and click **Register**



MyCity Instructions

24. To register a Dog License account, click on **Register a Dog Account**



City of Penticton
171 Main St. | Penticton B.C. | V2A 5A9
www.penticton.ca | ask@penticton.ca

2025 Dog Licence - Renewal Invoice

ACCOUNT NUMBER: 1234
ACCESS CODE: 202402

BILLING DATE: Nov 7, 2024
DUE DATE: Jan 31, 2025

NAME:
CIVIC:
PHONE NUMBER:

NAME	SEX	BREED	COLOR	FULL FEE	Tag Number
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Current Year Fees: _____
Payments/Adjustments: _____
Payment Due: _____

PERMANENT DOG TAGS are issued in the City of Penticton and are not replaced when renewed. Dog licences are required, and the fees help cover services such as off-leash dog parks, disposal bag stands, and helping Rover get home faster if he escapes from the yard. If your dog was spayed or neutered since last year, bring proof of the procedure with your Renewal Notice and you will be eligible for a discounted rate.

25. Enter the account number and the access code found on the top middle of your renewal invoice, select **Yes** to subscribe to email billing, and click **Register**

REGISTER A DOG ACCOUNT

Account Number* 1234

Access Code* 202402

Subscribe for eBilling?* Yes No

Register