How to Register for MyCity and eBilling

Connecting to your City of Port Alberni accounts

By registering for a MyCity account you can manage all of your accounts in one place. It also allows you the option of receiving your bills and statements by e-mail. By making the choice to receive your tax and utility bills by email you'll help reduce costs and enable quicker, more effective service. Follow the steps below to sign up for MyCity and ebilling.

STEP 1
REGISTER FOR MYCITY
- Register an account at www.portalberni.ca/mycity by clicking on the “Register now” link and filling in the fields required for registration. To activate your user profile a confirmation will be sent to your personal email address that you will need to retrieve.

STEP 2
REGISTER YOUR ACCOUNTS
- Once you are logged in, input your account number and access code for each account type. This information is provided on your most recent invoice.

STEP 3
REGISTER FOR “eBilling”
- Double click on the account number
- Click on the blue “eBills” tab on the left hand side of the page.

STEP 4
CHANGE THE NOTIFICATION METHOD
- Select how you would like to receive account statements:
  - Receive account statements by paper only (CURRENT)
  - Receive account statements by email only
- Please make sure to click CHANGE
- If you own multiple properties, you will need to change each one separately.

PAYMENTS - The MyCity service does not change any payment methods you may currently use. For information on payment options please contact 250-720-2841 or visit http://www.portalberni.ca/property-tax-and-utility-payments

All ebilling users will be notified via email each time a new invoice is ready for viewing/payment. Your choice to sign up for “eBills” will not affect our existing billing schedule; you can still expect to receive your Utility invoice 3 times a year (January, May, and September).