

FAQ: MyTown Online Account

How do I print my bill?

When you have your utility bill displayed, in the top right-hand corner you will either see a print icon, or three dots. If you see three dots, click on the dots and the [print icon will show](#).

How do I save my bill?

When you have your utility bill displayed, at the top of the window there is a [save icon](#) that will allow you to save your utility bill on your computer.

Is MyTown mobile friendly?

While MyTown can be accessed on a mobile device, it is recommended that you access your utility bill from a desktop computer for the best experience.

I have multiple properties/utility bills, how do I access multiple utility bills?

You will need to obtain a separate access code for each service address you are billed for. Once you have registered your MyTown account, you will need to add each of your utility accounts using the specific access code received for each property.

Note: If you have a suite with a separate water meter and bill, the suite will be listed as A – service address. Example: “A-660 Primrose St”

Can I pay with a credit card?

No. At this time the Town cannot accept credit card payments.

Is online my only option to receive a copy of my bill?

No. A paper copy of your utility bill can be picked up at Town Hall – Monday to Friday, from 9 am to 4 pm (except statutory holidays).

Can someone else register on my behalf?

No. If you are not able to register for a MyTown account you can pick up a paper copy of your utility bill at Town Hall – Monday to Friday, from 9am to 4pm (except statutory holidays).

If I sign up for a MyTown account will I still receive a paper bill in the future?

There is an option under settings in your MyTown account to be able receive a paper bill in the future (default) or you can de-select this to receive only an electronic copy of your bill.