


Instructions on How to Make Your Utilities and Property Taxes Payment Electronically

Go to: <https://app2.citizenservicecloud.com/login/DistrictofPortHardy>



Log In Forgot Password? **Register**

Set up an account here

Enter your first name...

Enter your last name...

Enter Email Address...

Password

Password

Create an account

Step 1: Register to create an account


Click on Register

Enter:

- First and last names
- Email address
- Assign a password and re-enter password (must be at least 6 characters long)

Click on “create an account”

Now you can proceed to login (no validation of email is required)



Log In Forgot Password? Register

Welcome Back!

Enter your email

Enter your password


Login


Step 2: Login to your account

Enter your email account

Enter your password

District of Port Hardy Cart Receipts Settings Log out

 **Property Taxes**
View property tax notices and pay property taxes

 **Utility Bills**
View and pay utility bills

Step 3: Once you login, you will see this landing page

Utility Billing

+ Add a new utility account

Step 4: Select “add a new utility account” to add your existing utility account to your online profile. Note that you can set up more than one utility account on your profile.

UTILITY ACCT: 4
SERVICE ADDRESS: 984 PRIVATEER RD
ROLL NO: 5875300

ROBBIE, LYNSEY ANNE
HARPER, NEIL ROBERT
984 PRIVATEER RD
BOWEN ISLAND, BC V0N 1G2

Online Access Code: 170015

BILLING DATE
Dec 10/20
Jan 01/20

BALANCE FORWARD
Water

CURRENT BILL PERIOD
Adjustment/Interest

TOTAL CURRENT
TOTAL DUE

Billing Detail
Water annual connected rate 1 unit @ 80 800.00
Total Water 800.00

Step 5: Locate your **Online Access Code** located on the top right-hand corner of your most recent Utility Notice (note that this code is only for access to electronic payments and does not replace your utility account number).

Add a Utility Billing Account

Account Number

Access Code

Add Account

Step 6: Enter your Utility Account Number (located at the top left corner of your Utility Notice and the Online Access Code from Step 5.

Click “add account”.

District of Port Hardy

Utility Billing

+ Add a new utility account

Your Accounts

- Account number 3
- Account number 10
- Account number 140

Your Account Details - outstanding total (excludes items in your cart):

Jun 8, 2021

Date: Jun 8, 2021 Invoice amount: \$577.40 Paid: \$100.00

Outstanding: \$477.40

Enter amount and click to add to cart:

MAIS - Utility Billing Inv... 1 / 1 55% +

District of Port Hardy

UTILITY NOTICE

Step 7: Once you add your account information, you can review your bill and make partial or full payment, print, or save your bill as PDF.

NOTE: The outstanding balance shown on this portal does not reflect payments made by other methods such as in-person or through EFT.

Repeat the steps above to set up your property tax account(s) using the access code at top of your tax notice.