



CREATE YOUR ONLINE SERVICES ACCOUNT

Utility Accounts

INSTRUCTIONS

1. Go to www.duncan.ca and click on "I want to..." then "Pay Online."
2. Click "Link & Register", then select "Create Account" for step-by-step guidance.
 - If you already have an account, you can skip the steps below and simply sign in
3. Select Account type – "UB – Utility Billing"
4. Enter the required account details (found on past invoices), then click "Save."
 - For Utility billing, you'll need your Account Number and Access Code/Pin (example below)

NEW Online Municipal Account Platform

City of Duncan
 200 Craig St.
 DUNCAN BC V9L 1W3
 Phone: (250) 746-6126
 Fax: (250) 746-6129



Tri-Annual Utilities Invoice

Account #: **610 12270001 000**
 Service Address: THIRD ST-JUBILEE GARDENS
 Due Date : 28-Nov-2025

Billing Date: 16-Sep-2025 Service From: 01-May-2025
 Batch #: 2025091601 Service To: 31-Aug-2025



Make Cheque Payable to
 City of Duncan

DUNCAN CITY OF
 200 CRAIG ST
 DUNCAN BC V9L 1W3

Enter Amount Enclosed

Account Balance Due By 28-Nov-2025 \$ 387.28

Account Balance Due After 28-Nov-2025 \$ 387.28

Please detach and return top portion with payment. Retain bottom portion for your records.

Account #: 610 12270001 000
 Service Address: THIRD ST-JUBILEE GARDENS

Billing Date: 16-Sep-2025 Service From: 01-May-2025
 Batch #: 2025091601 Service To: 31-Aug-2025

Account Details From: 16-Sep-2025

Access Code/PIN: **29328**

| Code | Description | Date | Units | Amount |
|------|-------------|------|-------|--------|
|------|-------------|------|-------|--------|

Link Your Other Accounts to Your Profile

5. Navigate to your profile "Account Management"
6. Select "Add Account" and enter the required information from your previous invoices (see examples above)