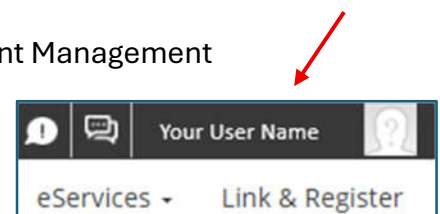# ONLINE Services

Frequently Asked Questions

Q. – I need to update my email address

My email address has changed. How do I update my email address on my online services account?

A.

1. Log into online services
2. Select your user profile name in the top banner to access Account Management
3. Scroll to the bottom of the page and select My Account
4. Enter your new email address
5. Select **Update** to save the change

Q. – I am enrolled in eBilling but did not receive my bill by email

A.

1. Check your email junk folder

2. If you enrolled for eBilling while the city was preparing utility bills or property tax notices your current bill will arrive by regular mail. Email notifications and eBill attachments will start in the next billing cycle.

3. Your eBilling preferences were not set to receive an email notification or bill attachment. See the How to Register Guide for setting your eBilling preferences

Note: Beginning January 2026 all new Utility Invoices and Property Tax notices will be available online under the Billing Summary tab of your property Tax and Utility Billing online account.

Q. – I registered for eBilling, do I still receive a paper bill by regular mail?

A.

No. Registering for eBilling is your consent to have your utility bill or tax notice delivered by email only.

Be sure to check you're the Trash or Junk folder of your email software and add noreply@salmonarm.ca as a safe sender to ensure you don't miss the delivery by email.

Q. – I own multiple properties each with its own utility account

I own multiple properties in Salmon Arm, and each has its own utility account. Do I need to add each account separately to my online services account?

A.

Yes. Each utility account must be added to your online services profile using the unique account number and access code found on each of your most recent utility bills. Use the Link & Register feature to add additional accounts.

Q. – I own multiple properties in Salmon Arm and would like to view all of the properties in online services. Do I need to link each account separately?

A.

Yes. Each property tax account must be added to your profile using the unique roll number and access code found on your most recent tax notice. Use the Link & Register feature to add additional accounts.

Q. – I am one of several owners on a single property

I am one of multiple owners of a property in Salmon Arm. My most recent tax notice had my name and address on it and was mailed to me. If I sign up for eBilling will I receive my tax notice by email?

A.

Yes. However, due to system limitations the tax notice you receive by email and can view online will be addressed to the primary property owner. If you are enrolled in eBilling and require a tax notice addressed to you, please contact the Property tax department (250-803-4000) to request a reprint with your details.