

## How to View e-bill

Once you have signed up for e-bill you will no longer receive a paper copy of your property tax bill and / or water / sewer bill.

The Town issues property tax bills twice (2) a year – January and June. Water / sewer bills are issued six (6) times per year – January, March, May, July, September, November.

When a bill is issued you will receive an email from [Ebills3234@justinter.net](mailto:Ebills3234@justinter.net) as follows:

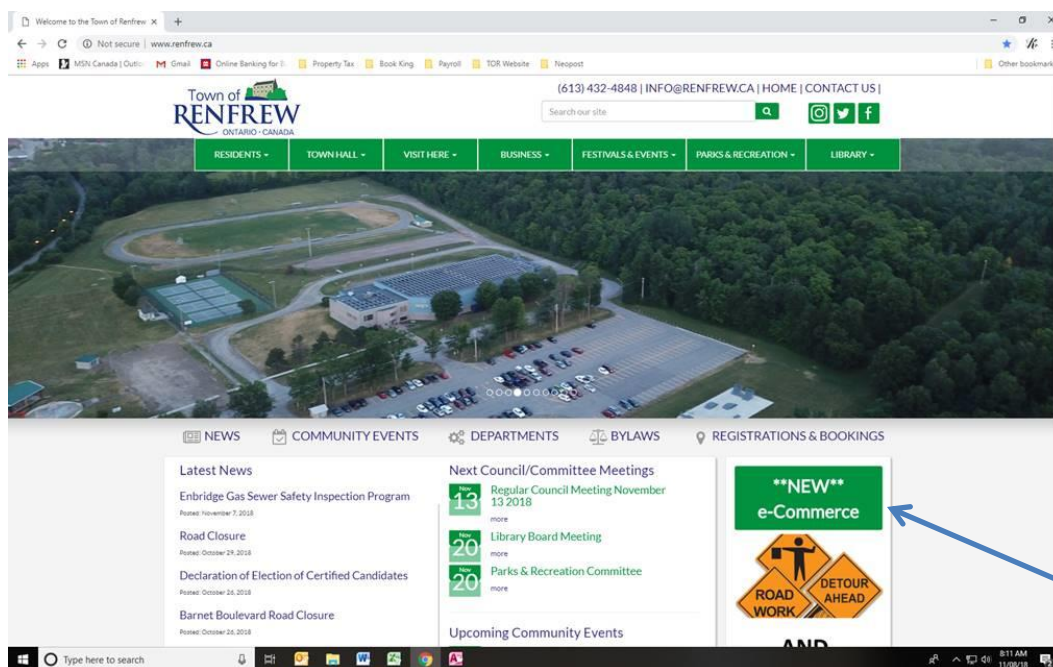
“Subject: You Have a New Utility Bill Waiting

Hello,

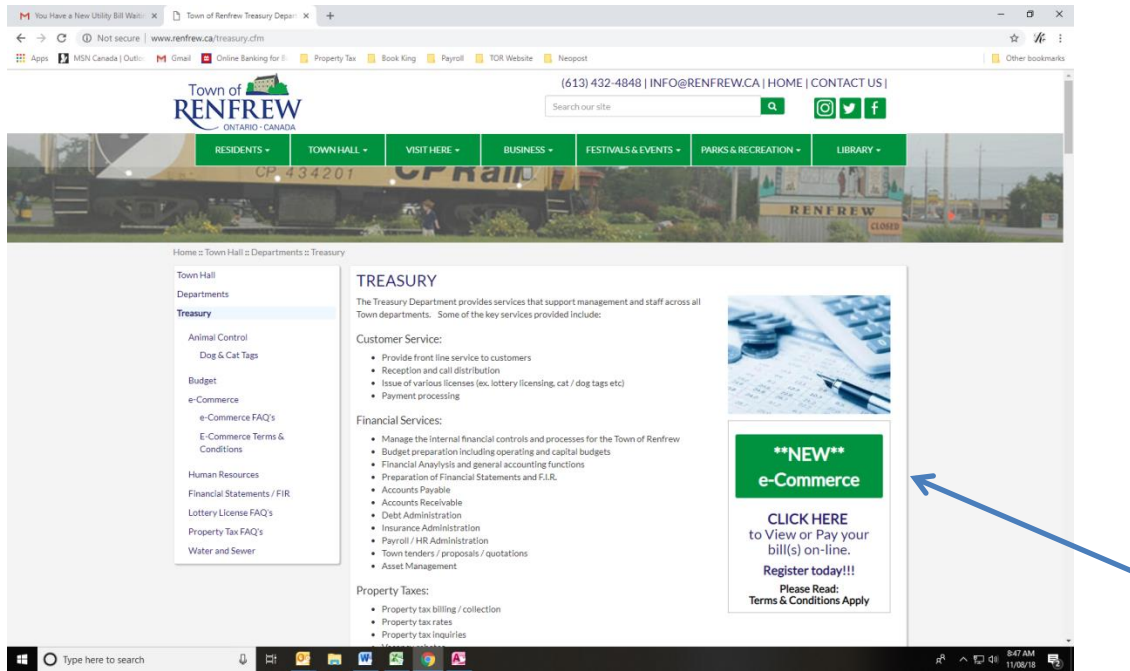
Town of Renfrew has uploaded a new bill for account number 012345A. You may go to <http://www.renfrew.ca> to view it. “

Your email provider may re-direct this email to your junk mail / spam folder so make sure to check that folder from time to time to ensure you don't have a bill waiting to be viewed. If this happens, you will need to add the senders email address to your safe sender list or mark is 'not junk'.

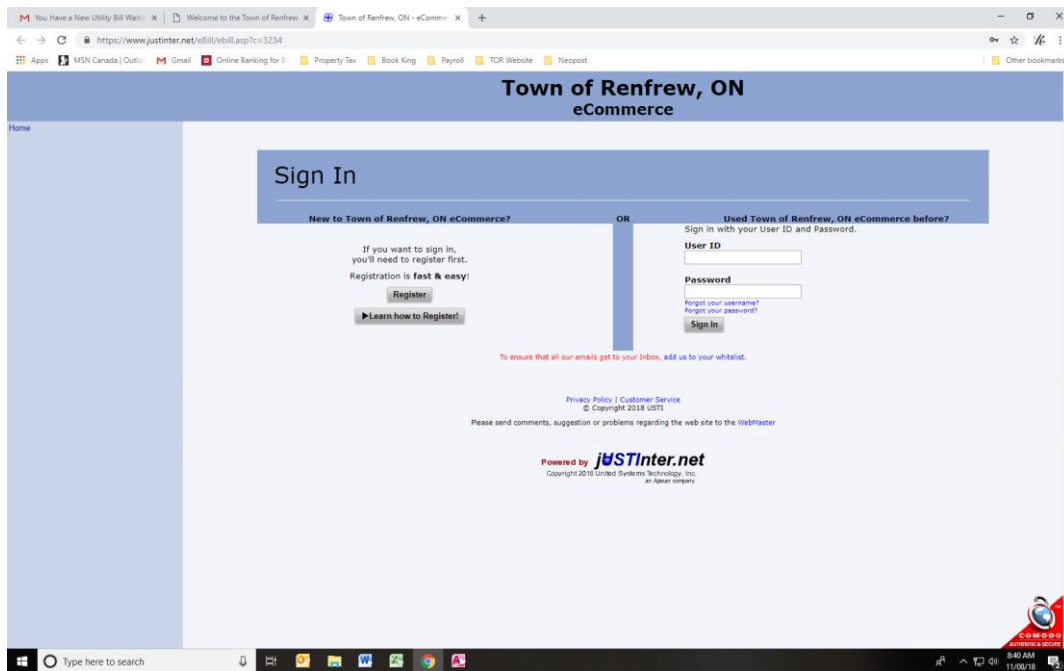
Once you receive your email (example above), you will need to click on the link provided in the email notification (i.e. <http://www.renfrew.ca>). This link will bring you to the main Town of Renfrew website. From there, click on the e-Commerce icon on the main page (see below).



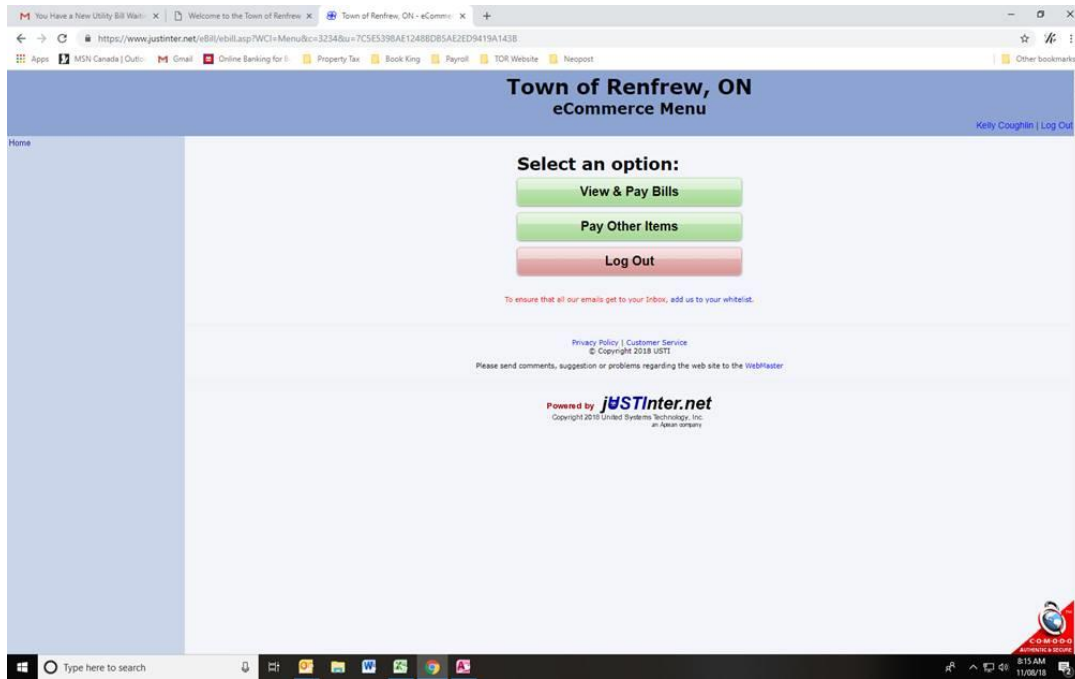
Alternatively, you can also find a similar icon on the main Treasury Department page of our website.



When you click on this link, it will bring you directly to the e-Commerce Menu. From there, you will enter you log information (User ID and Password).



Once logged in you will have the option to View & Pay bills, Pay Other Items or Log Out. Select 'View & Pay Bills'.



From there a list of accounts will be listed for all the accounts you have set up on e-bill. Click on the binocular to view your bill. Please note that you will only be able to see your bills electronically from the date you signed up for e-billing.

