

HOW TO SIGN UP FOR THE CUSTOMER PORTAL

Sign In to Water Authority's Customer Portal

Email Address *

OR

Location Number * Customer Number *

What is my location number? ⓘ What is my customer number? ⓘ

Password *

Forgot Customer Number / Location Number or Password?

Sign In

Don't have an account? **Sign Up**

STEP 1: Click “Sign Up” on the sign-in page of the portal

Register for Online Access

Individual Business

I am a Tenant

First Name * Last Name *

Location Number * Customer Number *

What is my location number? ⓘ What is my customer number? ⓘ

User Name Cell# *

Email Address *

Block * Parcel *

Address *

I agree to the [Terms & Conditions](#)

I would like to receive e-bill.

I'm not a robot  [Privacy - Terms](#)

Submit

STEP 2: Select whether you are an individual or business, then fill out the relevant fields in the registration form including name, location number, customer number, and Block & Parcel.

Please note that the information entered must match exactly what is listed on your bill.

STEP 3: Confirm your agreement of the “Terms and Conditions” and whether you would like to receive an e-bill

STEP 4: Complete the CAPTCHA test

STEP 5: Click submit. You're done!



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THINGS TO REMEMBER WHEN REGISTERING

If the information provided does not match what is in our system your registration will not be successful. Please ensure you are inputting the correct information for your account.

TENANTS:

Tenants should select the “I am a Tenant” checkbox.

Tenants can register for online access in one of two ways:

- Using their own customer number
 - Please ensure you input your customer number and your landlord’s location number and Block & Parcel
- Landlord sharing account access
 - A Landlord can share account access with anyone they wish to through the “Manage Accounts” tab in the customer portal.

If you are a tenant and do not have your own customer number, and your landlord does not have online access, the landlord can authorize access by completing the "Add a Tenant" section of the [Customer Service Request Form](#) and submitting it to Water Authority’s Customer Service team at info@waterauthority.ky.