

PLANNING AHEAD:

MANAGING ACCESS TO YOUR WATER AUTHORITY ACCOUNT

Water Authority-Cayman takes confidentiality very seriously. Are you too busy or unable to efficiently manage your account? A third party, including your spouse, child, family member or tenant, does not automatically have authorisation to access or manage your account. Consider adding an Authorised User/Tenant or Power of Attorney to your account.

OPTIONS FOR OTHERS TO ACCESS TO YOUR ACCOUNT

OPTION 1: Authorised User /Tenant

- Submit the Customer Service Request Form to facilitate this request.
 - Download via website www.waterauthority.ky.
 - Speak with a Customer Service Representative at the office.
- Allows access to account information.
- Request a copy of the bill.
- Access to the customer portal and e-billing.
- Make service requests i.e. off-readings, high/low bill query, report leaks.

OPTION 2: Power of Attorney

- Provides access to the account
- based on stipulations in the letter.
- Letter should include how much
- access the Power of Attorney is allowed to your account and the duration.

Submit your request along with a valid ID displaying the new user's signature (i.e. passport, driver's license or voter's ID) to the general mailbox at info@waterauthority.ky or visit our office to speak with a Customer Service Representative.

OFFICE LOCATIONS

GRAND CAYMAN – 13G Red Gate Road, George Town

CAYMAN BRAC – #1 Avistar Building, West End West Road



Water Authority - Cayman

PLAN AHEAD FOR LIFE'S UNEXPECTED MOMENTS:

Don't get caught off guard as sickness and disabilities happen. Talk to your family about the right time to add an Authorised User/Tenant or Power of Attorney to your account.

