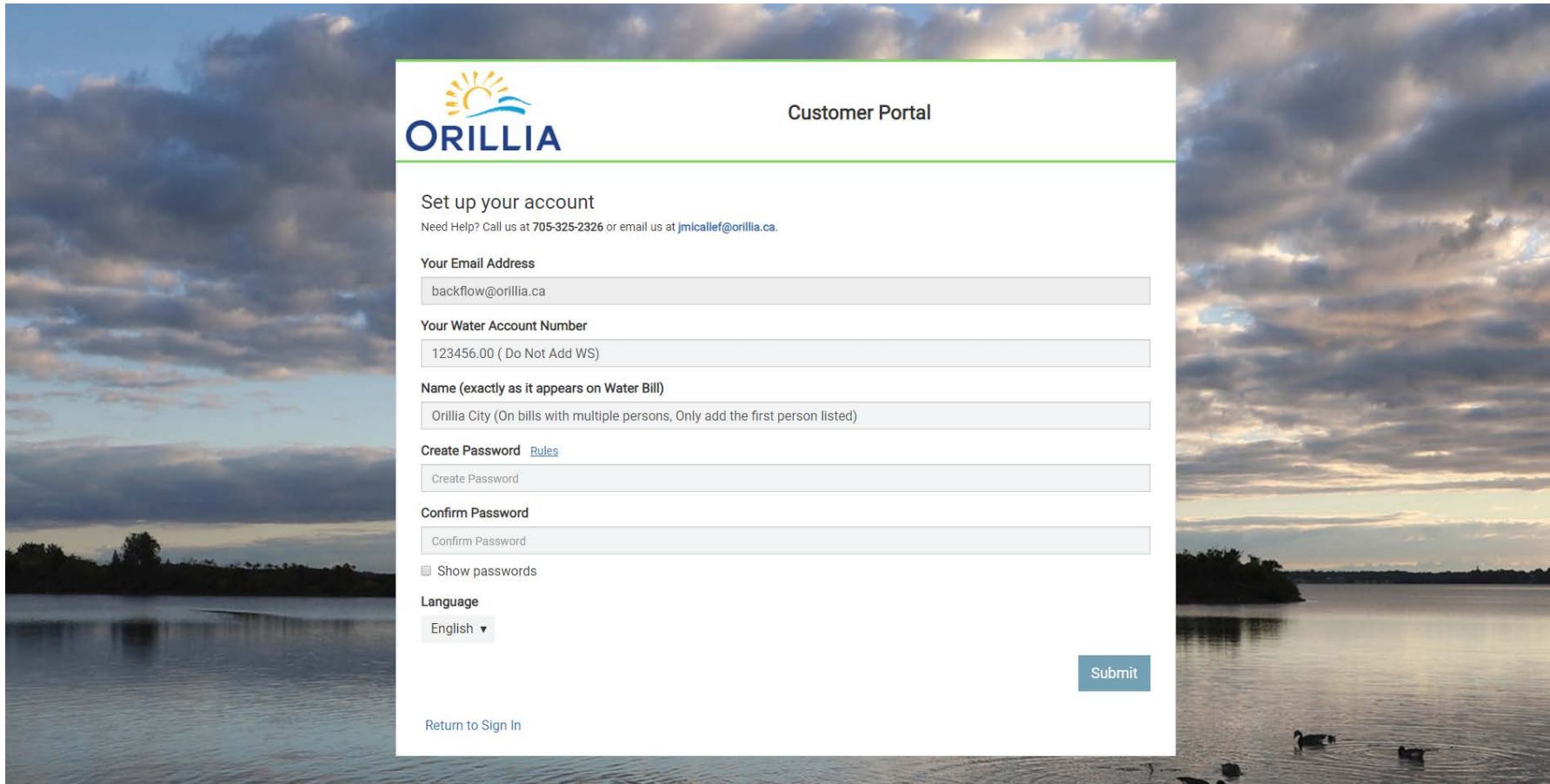


Water Usage Customer Portal Sign Up Tips

A screenshot of the Orillia Customer Portal sign-up form. The form is white with a green border and is set against a background image of a lake at sunset. The Orillia logo is in the top left, and the text 'Customer Portal' is in the top right. The form contains several input fields and a submit button. The fields are: 'Your Email Address' (with 'backflow@orillia.ca' entered), 'Your Water Account Number' (with '123456.00 (Do Not Add WS)' entered), 'Name (exactly as it appears on Water Bill)' (with 'Orillia City (On bills with multiple persons, Only add the first person listed)' entered), 'Create Password' (with 'Create Password' entered), and 'Confirm Password' (with 'Confirm Password' entered). There is a 'Show passwords' checkbox and a 'Language' dropdown menu set to 'English'. A 'Submit' button is at the bottom right, and a 'Return to Sign In' link is at the bottom left.

ORILLIA Customer Portal

Set up your account
Need Help? Call us at 705-325-2326 or email us at jmicallef@orillia.ca.

Your Email Address
backflow@orillia.ca

Your Water Account Number
123456.00 (Do Not Add WS)

Name (exactly as it appears on Water Bill)
Orillia City (On bills with multiple persons, Only add the first person listed)

Create Password [Rules](#)
Create Password

Confirm Password
Confirm Password

Show passwords

Language
English ▼

Submit

[Return to Sign In](#)

Having trouble signing up? Follow these tips. As customer feedback is received, the City will update this tip sheet.

Water Account Entry:

When entering a water account on the Water Usage Customer Portal, only enter the numbers and decimals of the account. Do not enter WS. For example the account number would look like this 123456.00

Name Entry:

The name must be entered as it appears on the water / waste water bill. If there is more than one name listed on the water / wastewater bill, only enter the first name listed.