



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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Unintended Charges Incident During Testing in Billing Test Environment Reversed

VI Water and Power
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Pending

-\$35.86 >

Image: Example of statement of returned funds from unintended charge during testing.

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) would like to provide an update to customers charged during testing in its billing test environment, on Monday evening. Reversals have been completed with the exception of two (2) accounts. Customers should now see a negative transaction reflected in their account (see image above) which represents the return of funds. Based on the customers’ bank it may take additional time before their balance reflects this change.

For some customers, if the initial charge remains pending on your card or bank account, it will drop off and you will not see the credit. No further action is needed.

Again, the Authority acknowledges the inconvenience and confusion this may have caused to its 3,000 impacted customers. Efforts will continue to prevent similar incidents in the future.

WAPA appreciates the public’s understanding and patience during this incident.

The Virgin Islands Water and Power Authority Communication’s department is committed to reaching, informing, and connecting with the youngest members of the community to the eldest, through meaningful, transparent and effective communication.

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About WAPA: The Virgin Islands Water and Power Authority is an autonomous agency of the Virgin Islands Government which produces and distributes electricity and drinking water to residential and commercial customers in the territory. WAPA was created by the Fifth Legislature of the Virgin Islands in 1964 through Act No. 1248. Today, WAPA generates electrical power at production plants on St. Thomas and St. Croix and distributes electrical service through smart grids to customers on St. Thomas, St. Croix, St. John, Hassel Island, and Water Island. Potable water is distributed to almost 13,000 customers through water lines and standpipes. WAPA also has the responsibility of installing and maintaining streetlights.

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