



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

(340) 774-3552 • communications@viwapa.vi / www.viwapa.vi

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WAPA Customer Service and Business Offices Adjusted Hours for May 1-3, 2024

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) advises the public that the Customer Service and business offices will operate as follows for May 1-3, 2024, due to St. Thomas Carnival:

Wednesday, May 1, 2024

- St. Thomas & St. John offices will close at noon.
- St. Croix office will be open from 7:30 a.m.-4:00 p.m.

Thursday, May 2, 2024

- St. Thomas & St. John offices are closed.
- St. Croix will be open from 7:30 a.m.-4:00 p.m.

Friday, May 3, 2024 - All offices closed territory-wide.

While the Customer Service offices are closed, the Authority will not be performing disconnects related to unpaid bills from May 1, 2024. Disconnections for unpaid bills will resume on Monday, May 6, 2024. Customers can continue to make a payment through the following ways:

- Call: 340-774-3552 or 340-773-2250 - Select Option 3
- Pay online: Visit www.viwapa.vi and click on the “Pay Your Bill Online” button in the top right corner.
- Make payments at First Bank, Banco Popular and Bank of St. Croix branches.
- Drop box can be used to pay via check or money order at all business locations.

The Authority thanks the community for understanding.

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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.

(340) 774-3552 (STT/STJ) • (340) 773-2250 (STX) |  Virgin Islands Water and Power Authority |  @VIWAPA