



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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November 2, 2023

WAPA Business Offices Adjusted Office Hours on Friday, November 3rd and Monday, November 6th

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) would like to inform customers and community members that business offices respectively across the territory will have adjusted office hours to allow staff an opportunity to attend a Health Fair.

- Sunny Isles business office on St. Croix will be opening at 12:30PM on Friday, November 3, 2023.
- Port of Sale business office on St. Thomas will be opening at 12:30pm on Monday, November 6, 2023.
- Market Place business office on St. John will be opening at 1:30pm on Monday, November 6, 2023.

As business offices will be closed at varying times across the territory, please expect longer wait times via the phone as customer service will be handling additional calls from across the territory starting at 8:00am.

To make a payment, customers can process their transactions through the following ways:

- Pay online:
 - Visit www.viwapa.vi and click on the “Pay Your Bill Online” button
- Call: 340-774-3552 or 340-773-2250
 - For Automatic Bill Pay - Select Option 3
- Walk-in First Bank, Banco Popular and Bank of St. Croix branches.

The Authority thanks the community for its 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.

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