



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA EXPLAINS 30-PLUS DAY BILL SOME CUSTOMERS RECEIVED IN FEBRUARY BILLING CYCLE

The Virgin Islands Water and Power Authority today acknowledged that an error in a meter reading schedule resulted in a slight delay in the reading of meters for the billing cycle which began on January 16, 2021.

As a result, during the cycle, which ended on February 12, 2021, approximately 12,140 customers received bills for a period of 36 days.

"While WAPA endeavors to be in compliance with all laws governing its operations, including those which dictate specific limits on billing periods, this was an instance where a meter readers work schedule error created a delay in the reading of meters in certain cycles. Some meters were read up to six days late which subsequently extended the billing period for those customers," said Lawrence J. Kupfer, Executive Director / CEO.

Kupfer said once the discrepancy was brought to the Authority's attention, internal meetings were held to better understand the circumstances which contributed to the delay, and how such occurrences could be avoided in the future. "In closely reviewing the situation, we have also determined that affected bills in the February cycle will show service periods in the current cycle as low as 24 days. The following month's bills should reflect the normal service period."

We apologize to those customers who received a bill covering a billing period more than 30 days, Kupfer added. "As always, we encourage customers who have a concern about any aspect of their bill to contact our Customer Service Office at either 340-774-3552 / 340-773-2250, select option 5."

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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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