



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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Temporary Service Changes at WAPA Customer Service Offices – October 8–9

U.S. Virgin Islands (October 7, 2025) – The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) advises customers of temporary service changes and updated office hours at its customer service offices to allow employees to participate in a teambuilding event.

- On Wednesday, October 8, 2025, after 11:00 a.m., the St. Thomas customer service office at Port of Sale will offer limited services. Cashier services will remain available for payments, and self-service kiosks will continue to operate through 4:00 p.m. While, on St. John, the Market Place business office will close early at 12:00 p.m.
- On Thursday, October 9, 2025, the St. Croix Sunny Isles Business office will close early at 12:00 p.m.

Payment options available during limited service include online payments at www.viwapa.vi, by phone at 340-774-3352 or 340-773-2250 (option 3), through the Drop Box using a money order or check at any WAPA business office, or at the following bank branches: First Bank, Banco Popular, and Bank of St. Croix.

Normal customer service office hours will resume on St. Thomas and St. John on Thursday, Oct. 9, and on St. Croix on Friday, October 10, 2025, from 7:30 a.m. to 4:00 p.m.

WAPA appreciates the public’s understanding and continued support.

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