



THE VIRGIN ISLANDS WATER & POWER AUTHORITY  
CORPORATE COMMUNICATIONS  
**NEWS RELEASE**

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**WAPA Announces Extended Business Hours Next Week to Pick Up Water Vouchers**

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) announces extended business hours next week for eligible customers to collect water vouchers following the previous event held November 18<sup>th</sup>-20<sup>th</sup> on St. Croix. This additional initiative aims to accommodate those who missed out or had eligibility issues during the prior water voucher distribution window.

Eligible customers can visit the Authority’s Sunny Isles Business Office on St. Croix next week from **Monday, December 4<sup>th</sup> through Thursday, December 7<sup>th</sup>** during the extended office hours of **5PM-6PM** for voucher pick-up. In addition to the extended hours for the week of December 4th, eligible customers can continue to visit the Sunny Isles Business Office prior to the expiration date of the vouchers on February 19, 2024, during regular business hours.

Water customers who were unable to collect their water vouchers during the last event are encouraged to check their eligibility and/or pre-register at [www.cleanwaterusvi.com](http://www.cleanwaterusvi.com). For customers who required assistance establishing their eligibility or have already pre-registered, Customer Service representatives have been reaching out to schedule pick-up for the vouchers as early as this week.

As a reminder, to qualify for the vouchers, valued at \$100, water customers must meet specific criteria:

- **Active WAPA Water Account:** Customers should possess an active WAPA water account that has been actively used. For renters or non-account holders, please bring your lease or be prepared to sign an affidavit on-site.
- **Water Usage:** Potable water has been used in the past six months (April 2023-September 2023) according to your water bill.
- **Reside in Impacted Areas:** La Grange, Strawberry Hill, Stony Ground, Profit, Colquohoun, White Lady, Hannah's Rest, Whim, Williams Delight, St. John, St. Georges, Diamond (West), Castle Burke, Mon Bijou, Smithfield, Mt. Pleasant (South), Adventure Hill, Grove Place, Barren Spot, Paradise, Sion Farm, Wheel of Fortune, and Montpelier (East).

"This additional opportunity reflects our dedication to ensuring our customers have equitable access to essential resources," stated COO of Water, Noel Hodge. "We encourage all eligible customers who missed out previously to visit our Sunny Isles Business Office to secure their vouchers," he added.

The Authority continues to underscore its commitment to supporting the St. Croix community during these challenging times, and anticipates the vouchers distributed thus far will help alleviate some of the water-related challenges faced by residents in the specified areas.

Please note the water vouchers will expire on February 19, 2024, so the Authority encourages water customers to check their eligibility on [www.cleanwaterusvi.com](http://www.cleanwaterusvi.com). As a reminder, impacted VI Housing Authority, Meals on Wheels (including those on the waiting list), Mutual Homes, Vista Mar, and Louis E. Brown residents will receive their vouchers directly from their respective agencies/management offices. For further information on eligibility or voucher pick-up, individuals can contact WAPA at: (340) 773-2250 or email [customer.service@viwapa.vi](mailto:customer.service@viwapa.vi).

For more information, the Department of Health has a hotline for residents with health-related inquiries related to lead and lead testing: 340-712-6299 and 340-776-1519. DPNR's hotline for information on the sampling process is 340-514-3666.

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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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