



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Business Offices Closed for Veterans Day and Thanksgiving Holidays

U.S. Virgin Islands (November 7, 2025) – The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) advises customers that all business offices territory-wide will be closed on the following dates in observance of upcoming holidays:

- Tuesday, November 11, 2025, in honor of Veterans Day
- Thursday, November 27, 2025, in celebration of Thanksgiving Day

Customers experiencing service-related issues during this time may contact WAPA’s 24-hour dispatch by following the prompts at 340-773-2250 or 340-774-3552 (Option 4). Outages can also be reported online through the Authority’s website at <https://www.viwapa.vi/customer-service/report-outage-or-problem>.

Payment Options Available:

- Online: Visit www.viwapa.vi and click “Pay Your Bill Online” in the top right corner.
- By Phone: Call 340-774-3552 or 340-773-2250, then select Option 3.
- Drop Box: Submit payments via money order or check at any WAPA business center.

The Authority thanks the community for its understanding during these important observances and extends best wishes for a safe and meaningful Veterans Day and an enjoyable Thanksgiving holiday.

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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.