



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

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## WAPA Customer Service and Business Offices Hours for April 26-28, 2023

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) advises the public that the Customer Service and business offices will operate as follows for April 26-28, 2023, due to St. Thomas Carnival:

### Wednesday, April 26, 2023

- St. Thomas & St. John offices will close at noon.
- St. Croix office will be open from 7:30am-4pm.

### Thursday, April 27, 2023

- St. Thomas & St. John offices are closed.
- St. Croix will be open from 7:30am-4pm.

### Friday, April 28, 2023

- All offices closed.

While the Customer Service Offices are closed, the Authority will not be performing disconnects related to unpaid bills from April 26, 2023. Disconnects for unpaid bills will resume on Monday, May 1, 2023.

Customers can continue to make a payment through the following ways:

- Call: 340-774-3552 or 340-773-2250
  - For Automatic Bill Pay - Select Option 3
- Pay online:
  - Visit [www.viwapa.vi](http://www.viwapa.vi) and click on the “Pay Your Bill Online” button in the top right corner.
- Make payments at First Bank, Banco Popular and Bank of St. Croix branches

The Authority thanks the community for 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.