



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

(340) 774-3552 • communications@viwapa.vi / www.viwapa.vi

WAPA Customer Service and Business Offices Close Early to the Public Due to Incoming Storm

U.S. VIRGIN ISLANDS (August 13, 2024) – The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) advises the public that the Port of Sale, Al Cohen, and Marketplace Customer Service and Business offices territory-wide will be closed to the public at noon on Tuesday, August 13, 2024, due to the incoming Tropical Storm Ernesto. While the Customer Service offices are closed to the public, the Authority will not be performing disconnects related to unpaid bills.

Customers can continue to process their transactions through the following ways:

- **Call:** 340-774-3552 or 340-773-2250 - Select Option 3
- **Pay online:** Visit www.viwapa.vi and click the “Pay Your Bill Online” button in the top right corner.
- Make payments at First Bank, Banco Popular, and Bank of St. Croix branches.
- Drop box can be used to pay via check or money order outside all business locations.

The Authority thanks the community for understanding.

The Virgin Islands Water and Power Authority Communication’s department is committed to reaching, informing, and connecting with the youngest members of the community to the eldest, through meaningful, transparent and effective communication.

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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.

(340) 774-3552 (STT/STJ) • (340) 773-2250 (STX) |  Virgin Islands Water and Power Authority |  @VIWAPA