



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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

WAPA Business Offices and Call Center Scheduled to Open Tomorrow

U.S. VIRGIN ISLANDS (August 14, 2024) – The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) informs the public that the Customer Service and Business Offices across the territory will open tomorrow at 12:00 p.m. To manage the anticipated high volume of calls, a call center will be available starting at 9:00 a.m. while the offices remain closed.

To reach WAPA Call Center, please call: 340-774-3552 or 340-773-2250 - Select Option 5.

Please be assured that our line crews are working diligently to resolve all outages as swiftly and safely as possible. Submitting multiple calls or emails regarding the same outage may delay our response time. For timely updates on outages we are aware of, please refer to the outage map available on our website at: <http://outageviewer.viwapa.vi:7575/>

Avoid waiting in line by making your payment through the following ways:

- **Online:** Visit www.viwapa.vi and click “Pay Your Bill Online” in the top right corner.
- **Phone:** 340-774-3552 or 340-773-2250 - Select Option 3
- **Off-Site In Person:** Pay at First Bank, Banco Popular and Bank of St. Croix branches.
- **Drop box:** Pay via check or money order outside all business locations.

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