



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

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*Image 1: Stock Image depicting unknown caller.*

## **WAPA PUBLIC SERVICE ANNOUNCEMENT**

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) would like to inform customers that under no circumstances does the Authority share its customer information with third parties. Your information, including contact details, billing records, and any other data we collect, is treated as confidential and is safeguarded with the utmost care.

It has come to our attention that some customers may have received unsolicited calls or messages claiming that they have won Powerball, prizes or money, with the misleading assertion that their information was obtained through WAPA. The Authority would like to make it clear that WAPA is not affiliated with any such calls, and we do not engage in or endorse any activities of this nature.

We urge all our customers and community members to exercise caution and remain vigilant in protecting their personal information. Here are some important tips to help safeguard your data:

**Be Skeptical:** If you receive a call or message about winning prizes or money and it seems too good to be true, it probably is. Be cautious of unsolicited communications.

**Verify:** Always verify the legitimacy of any communication claiming to be from WAPA or any other organization. You can contact us directly through our official channels to confirm any information via email at [communications@viwapa.vi](mailto:communications@viwapa.vi) or by calling 340-773-2250 or 340-774-3552

**Do Not Share Personal Information:** Never share personal or financial information over the phone or via email with unknown or unverified individuals.

**Report Suspicious Activity:** If you encounter any suspicious activity or receive unsolicited communications claiming to be from WAPA, please report it to us immediately. Your cooperation can help us prevent potential scams.

We are committed to protecting your privacy and ensuring the security of your information. If you have any concerns or questions about the handling of your data, please do not hesitate to reach out to us at [communications@viwapa.vi](mailto:communications@viwapa.vi).

*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