



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

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## **WAPA Expands Customer Service Hours to Address Bill Disputes**

U.S. VIRGIN ISLANDS – September 12, 2024 - The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) is announcing expanded customer service hours on Saturday mornings for the next four weekends, from 8:00 a.m. to 12:00 p.m., to assist customers who have specific billing disputes. This initiative is part of our ongoing commitment to enhance service delivery and address customer concerns territory-wide.

During this period, our customer service team will be available at all locations to assist with bill disputes. We understand that our customers lead busy lives, and by offering extended hours, we aim to provide greater flexibility and convenience for those who may find it challenging to visit during regular business hours to inquire about disputes related to their recent electrical bills.

Customers are encouraged to bring any necessary documentation related to their account or bill disputes to facilitate quicker resolution. Our team members are ready and equipped to provide the support needed to address any concerns.

For additional accessibility for customers unable to visit in-person on Saturday morning, our customer service team will also be available via phone at 340-774-3552 or 340-773-2250 (Option 5) and via email at [customer.service@viwapa.vi](mailto:customer.service@viwapa.vi) to address any billing disputes during the same time period.

WAPA remains devoted to serving our community with compassion, transparency, and a focus on customer satisfaction. For more information, please visit [www.viwapa.vi](http://www.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.