



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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

WAPA Enhances Customer Communication with New Phone Alert System

U.S. VIRGIN ISLANDS (Sept. 24, 2025) – The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) is rolling out a new automated phone notification system to keep customers informed about their utility accounts. Starting Thursday, September 25, customers may receive phone messages providing important information about their account status, including past due notices.

WAPA emphasizes that these calls will not come from a live person and are for informational purposes only. No payment will be requested during these calls. Customers should remain vigilant and not provide personal or financial information to anyone claiming to collect payment over the phone, as scams continue to be a concern worldwide.

“Keeping our customers informed is a top priority,” said WAPA Chief Information Officer Julius Aubain. “This new notification system allows us to reach customers quickly and efficiently. Remember, WAPA will never reach out to you to request payment over the phone and that only official channels should be used to make payments.”

Customers are encouraged to manage their account contact information through WAPA’s website www.viwapa.vi and only submit payment through official channels as seen below:

- **Online:** Visit www.viwapa.vi and click "Pay Your Bill Online" in the top right corner.
- **By Phone:** Call 340-774-3552 or 340-773-2250, then select Option 3.
- **Drop Box:** Submit payments via money order or check at any WAPA business center.
- **Kiosk:** Self-service kiosks accept cash, checks, and credit card payments at WAPA business centers.
- **Local Bank:** Visit a branch of First Bank, Banco Popular, or the Bank of St. Croix to make your payment.

For more information, please contact WAPA directly with any questions or concerns at customer.service@viwapa.vi or communications@viwapa.vi.

###

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