



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

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October 5, 2023

## **WAPA Customer Service Offices Close Tomorrow at 11am - Reopen Tuesday, October 10th, 2023**

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA or “Authority”) would like to advise the public that its customer service locations including Port of Sale Mall on St. Thomas, Sunny Isle on St. Croix and Marketplace on St. John will close tomorrow at 11am for the duration of the day to accommodate a staff meeting. In observation of VRegular business hours will resume on Tuesday, October 10, 2023.

Customers can continue to process their transactions by calling:

340-774-3552 or 340-773-2250

- For Automatic Bill Pay - Select Option 3
- To Report an Outage – Select Option 4

Customers wishing to conduct business online should visit the WAPA website at [www.viwapa.vi](http://www.viwapa.vi). Clicking on the “Pay Your Bill On-Line” button provides several options for online transactions. Customers can also use the payment drop box located at all business centers and contact the Authority by email at [customer.service@viwapa.vi](mailto:customer.service@viwapa.vi). Other payment options include making payments at branches of First Bank, Banco Popular and Bank of St. Croix.

The Authority looks forward to reopening on Tuesday, October 10, 2023, to continue serving our valued customers’ needs.

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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