



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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

March 15, 2023

WAPA Port of Sale Customer Service Offices to Close at 10 AM Today March 15, 2023

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA or “Authority”) wishes to advise the public that the customer service offices located at the Port of Sale Mall on St. Thomas will be closing at 10 AM today March 15, 2023, due to water pressure issues impacting the Authority’s facilities. Customers can continue to process their transactions by calling:

340-774-3552 or 340-773-2250

- For Customer Service Assistance - Select Option 5
- 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. 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 us by email at 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 tomorrow to continue serving our 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