



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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Figure 1: WAPA representative highlighting different sections of application form.

WAPA Undergoes Customer Service Upgrades; Introduces Online Resources to Better Serve the Community

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) would like to announce renovations at its St. John, St. Thomas and St. Croix customer service locations. In addition to renovations, WAPA is also taking steps towards a more efficient and customer-centric environment through its digital services.

“Our focus has always been on providing exceptional service to the community, and we are excited to transform the experience that puts the needs of our customers at the forefront,” noted Marlene Francis, Customer Service Manager at the Authority. “We aim to build stronger relationships with our customers, fostering trust, and ensuring their voices are heard.”

In improving overall communication with the community, the Authority’s website now features several new categories designed to optimize customers’ digital experience:

- **Forms:** Customers can now find easily fillable forms on the Authority’s website for both Commercial and Residential customers to help expedite service. The forms are located under the *News & Info* drop down or accessed directly at: <https://www.viwapa.vi/news-information/forms>.
- **Media Mentions:** Customers can listen to radio interviews and Authority related news articles in one place under the *News & Info* drop down or accessed directly at: <https://www.viwapa.vi/news-information/media-mentions>.

- **Projects:** Information on all the latest updates on the Authority’s ongoing projects, including interviews with project managers and directors throughout the territory can be found under the *Facts & Figures* drop down or accessed directly at: <https://www.viwapa.vi/news-information/projects/>.
- **Strategic Plan:** For a comprehensive overview of the Authority’s plan for innovation and progress, customers can also view the Strategic Plan in either PDF or video format by clicking on the *Facts & Figures* drop down or access it directly at: <https://www.viwapa.vi/strategicplan/>.

Customers are also encouraged to utilize the online “Pay Your Bill” feature, found on the homepage in the upper right-hand corner and register for “WAPA Alerts” <https://www.viwapa.vi/news-information/advisory-details>, the most effective way to stay current with all service notices.

As in-person services are improving, the Authority extends a warm invitation to utilize our website to access necessary forms and submit documents electronically at customer.service@viwapa.vi. The Authority’s St. John Customer Service Office is located above Starfish Market on St. John, its St. Thomas location is at the Port of Sale mall, and the St. Croix location at the Sunny Isle Business Center.

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.

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