



**CUSTOMER SERVICE**

# VIRGIN ISLANDS WATER AND POWER AUTHORITY

P.O. BOX 1450,  
St. Thomas, Virgin Islands  
00804-1450  
TELEPHONE: (340) 774-3552

## APPLICATION AND CONTRACT FOR SERVICE

All transactions can be done by contacting the office by phone or email.



**340-774-3552 (STT/STJ) or 340-773-2250 (STX) Option 5**



**CUSTOMERSERVICE@VIWAPA.VI**

WATER

ELECTRIC

PRINT NAME: \_\_\_\_\_

ADDRESS OF PREMISES TO BE SERVED: \_\_\_\_\_

EFFECTIVE DATE: \_\_\_\_\_

HOME TELEPHONE NUMBER: \_\_\_\_\_ CELL: \_\_\_\_\_

EMAIL: \_\_\_\_\_

ADDRESS TO WHICH BILL SHOULD BE MAILED IF DIFFERENT FROM ABOVE:

NAME OF EMPLOYER: \_\_\_\_\_

EMPLOYER'S TELEPHONE NUMBER: \_\_\_\_\_

FORMER OCCUPANT'S NAME: \_\_\_\_\_

METER NUMBER: \_\_\_\_\_

SERVICE FEES: REFUNDABLE DEPOSIT: \_\_\_\_\_

NON-REFUNDABLE SERVICE FEES: \_\_\_\_\_

The undersigned customer hereby authorizes and requests the VIRGIN ISLANDS WATER AND POWER AUTHORITY to furnish service for his/her use at any address which he/she may designate within the territory served by the said AUTHORITY, and agrees to pay for said service with the understanding that the furnishing of the service, the charges thereof and the time of payment thereof are to be in accordance with the AUTHORITY's rules and regulations and general terms and conditions on file with the PUBLIC SERVICE COMMISSION.

It is agreed that the AUTHORITY shall endeavor to furnish continuous service but does not guarantee uninterrupted service, and is not liable for any damage which the customer may sustain by reason of the failure or partial failure of the service or variation in service characteristics, whether caused by accident, repairs or other causes.

It is also agreed that the AUTHORITY is not liable for damages that may be incurred by the use of any service pipes, connections, instruments, services or any appliances, installed by or for the customer; nor is the AUTHORITY liable for damage that may be incurred due to the presence of the AUTHORITY's property on the customer's premises. The customer is encouraged to secure whatever protective equipment he/she deems advisable to protect any appliances, instruments, wiring, or other items which may be damaged by interruptions of or variations in utility service. In case the customer requires three phase electric service, the installation of proper protective equipment against single phase or phase reversal is the responsibility of the customer.

It is acknowledged that as required by Title 14, Chapter 86, Section 1725(d) of the Virgin Island Code, the customer is notified that if convicted of a sexual offense, they must appear in person at the Virgin Islands Department of Justice to register, unless otherwise required, and keep their registration current, in accordance with the Department's policies and procedures.

**CUSTOMER'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_