



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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November 14, 2022

WAPA Sunny Isles Customer Service Office is Closed Early Today Nov. 14, 2022

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority advises the public that the customer service offices located at the Sunny Isles Business Office on St. Croix has closed early today November 14, 2022, due to disruption of water services caused by a ruptured waterline.

While the Sunny Isles Customer Service Offices are closed for the remainder of the day, the Authority will not be performing disconnects related to unpaid bills on Monday, November 14, 2022. Disconnections for unpaid bills will resume on Tuesday, November 15, 2022.

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. Other payment options include making payments at branches of First Bank, Banco Popular and Bank of St. Croix.

The Authority thanks the community for understanding and looks forward to reopening tomorrow to continue serving our customer’s 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.