



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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October 17, 2022

Virgin Islands Water and Power Authority Online Payment System Resumes Service

VIRGIN ISLANDS - The Virgin Islands Water and Power Authority wishes to inform the public that electronic payment systems are now back online and available for customer use.

The Authority's latest systems improvements moved all data to a cloud service provided by Central Square, one of the leading providers of public sector software. Central Square serves more than 8,000 public sector agencies across the United States and impacts 3 out of 4 citizens nationally. The Authority's recent systems migration to a Tier 3 data center will allow for enhanced security, while creating another layer of redundancy to ensure seamless operations.

As a result of recent updates, customers are encouraged to update their saved bookmarks to the new payment portal website: <https://virg-egov.aspgov.com/Click2GovCX/index.html>. The new site can also be accessed via www.viwapa.vi and clicking "Pay Your Bill Online". Some customers may have experienced a temporary interruption on mobile devices when accessing the new website, however this issue has since been remedied.

The Authority encourages customers to take advantage of its online payment platform to avoid unnecessary wait times. As a reminder, customers can also process transactions by calling 340-774-3552 or 340-773-2250 and selecting option 3 for Automatic Bill Pay. Other payment options include placing a check or money order in drop boxes located at customer service offices, as well as making payments at branches of First Bank, Banco Popular and Bank of St. Croix.

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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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