



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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Virgin Islands Water & Power Authority Electronic Payment Systems
Unavailable Beginning Oct. 14, 2022

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority wishes to inform the public that all electronic payment platforms will be unavailable beginning Friday, October 14, 2022 at 4PM AST through Monday, October 17, 2022 at 8AM AST for system maintenance. During this period, customers will be unable to make payments online or by phone.

While electronic payment systems are unavailable, the Authority will not be performing disconnects related to unpaid bills on Monday, October 17, 2022 or Tuesday, October 18, 2022, to allow customers adequate time to submit payment. Disconnections for unpaid bills will resume on Wednesday, October 19, 2022.

Please note, customers can still place a check or money order in drop boxes located at customer service offices, as well as make payments at a First Bank, Banco Popular or Bank of St. Croix location.

The Authority apologizes for the inconvenience and encourages customers to schedule payments ahead of time.

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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.