



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Announces November Business Office Closures

U.S. VIRGIN ISLANDS (October 29, 2026) – The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) advises customers that all business offices territory-wide will be closed on the following dates in November for holidays and scheduled administrative closures:

- Monday, November 2, 2026 – Observance of D. Hamilton Jackson Day (Bull & Bread Day)
- Tuesday, November 3, 2026 – Election Day
- Wednesday, November 11, 2026 – Veterans Day
- Thursday, November 26, 2026 – Thanksgiving Day

Customers experiencing service-related issues during these closures may contact WAPA’s 24-hour dispatch by following the prompts at 340-773-2250 or 340-774-3552 (Option 4). Outages may also be reported online through the Authority’s website at www.viwapa.vi/customer-service/report-outage-or-problem.

Payment Options Available

Customers may continue to make payments through the following options:

- **Online:** Visit www.viwapa.vi and click “Pay Your Bill Online” in the top right corner.
- **By Phone:** Call 340-774-3552 or 340-773-2250, then select Option 3.
- **Drop Box:** Submit payments by check or money order at any WAPA business center.

The Authority appreciates the community’s understanding as it observes these holidays. WAPA extends its best wishes to the community during this season of remembrance, civic participation, and gratitude.

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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.

(340) 774-3552 (STT/STJ) • (340) 773-2250 (STX) |  Virgin Islands Water and Power Authority |  @VIWAPA