



# THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

(340) 774-3552 • [communications@viwapa.vi](mailto:communications@viwapa.vi) / [www.viwapa.vi](http://www.viwapa.vi)

## WAPA Moves St. Thomas Customer Services to New Four Winds Location

St. Thomas, U.S. VIRGIN ISLANDS (September 1, 2026) — The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) announces the upcoming relocation of its St. Thomas customer service office as part of a strategic effort to enhance the customer experience and improve service delivery for residents and businesses.

The new office, located at Four Winds Plaza (formerly Bravo Supermarket, next door to Laundry King), will open on September 28, 2026, providing customers with a more accessible, comfortable, and customer-centered environment for in-person services.

“This move is not just a change of address — it’s a transformation in how we serve our customers,” said WAPA Chief Administrative Officer Anthony Thomas. “We are creating a space that reflects the level of service our community deserves, with improved accessibility, better accommodations, and a more efficient way to meet customer needs.”

The new location will offer several key benefits:

- **Improved accessibility** with convenient access along a public bus route, enhanced parking, and full ADA-compliant facilities
- **A more comfortable experience** with expanded seating and areas for one-on-one customer support
- **Stronger financial stewardship**, reducing lease costs by nearly 50% and allowing WAPA to reinvest in system reliability and service improvements

WAPA recognizes that transitions can raise questions for customers and is committed to ensuring a smooth and seamless move. There will be no disruption to customer services during the transition, and clear signage, communications, and support will be provided every step of the way.

### Inspired by You. Designed for What’s Next.

This relocation reflects WAPA’s continued commitment to placing customers at the center of its operations while building a stronger, more responsive utility system for the future.

For more information, customers are encouraged to contact WAPA directly via email at [customer.service@viwapa.vi](mailto:customer.service@viwapa.vi) or Call 340-774-3552 or 340-773-2250, option 5.

*The Virgin Islands Water and Power Authority Communications Department is committed to reaching, informing, and connecting with the youngest members of the community to the eldest through meaningful, transparent, and effective communication.*

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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