



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Announces New Customer Service Office at Four Winds Plaza



Image: WAPA CEO Karl Knight shares remarks during the Four Winds grand opening.

St. Thomas, U.S. VIRGIN ISLANDS (September 28, 2026) — The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) today announced the opening of its new St. Thomas Customer Service Office at Four Winds Plaza with remarks by WAPA leadership.

The opening marked a milestone for WAPA and its ongoing efforts to strengthen operations and improve the way it serves customers.

Designed with customers in mind, the Four Winds facility provides greater comfort and convenience, with expanded seating, private spaces for personalized assistance, accessible parking and public transportation, and ADA-compliant accommodations. The relocation also allows WAPA to reduce operating costs while creating a space better suited to serving customers.

“What you see here today is a concerted effort to reduce our operating expenses and better address our customers’ needs. This new facility is a demonstration of how we are transforming WAPA from the inside out. Today is a step in the right direction,” said WAPA Chief Administrative Officer Anthony Thomas.

More than a new location for customer service, the opening shows progress. It reflects WAPA’s efforts to improve how it operates, how it serves its customers, and how it positions the Authority for the future.

As of last week Friday, the Port of Sale location, kiosk, and drop box are no longer available.

WAPA welcomes customers to the new Four Winds Customer Service Office, open Monday through Friday from 7:30 a.m. to 4:00 p.m.

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.