



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

(340) 774-3552 • communications@viwapa.vi / www.viwapa.vi

WAPA Offices Closed Tomorrow in Honor of Former U.S. President Jimmy Carter

U.S. VIRGIN ISLANDS (January 8, 2025) – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) announces that all Customer Service and Business offices territory-wide will be closed on Thursday, January 9, 2025, to observe the National Day of Mourning in honor of former U.S. President Jimmy Carter.

Customers experiencing service-related issues may contact our 24-hour dispatch by following the prompts at 340-773-2250 or 340-774-3552 (Option 4). Outages can also be reported online through our website portal at <https://www.viwapa.vi/customer-service/report-outage-or-problem>.

Payment 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: Pay via a money order or a check at all business centers.

WAPA appreciates the public’s understanding and cooperation as we honor the legacy of President Jimmy Carter. Regular business hours will resume on Friday, January 10, 2025.

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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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