



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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WAPA Business Offices Closed for Thanksgiving Holiday

U.S. VIRGIN ISLANDS (November 27, 2024) – The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) announces that all business offices will be closed on **Thursday, November 28, 2024**, in observance of Thanksgiving Day, and on **Friday, November 29, 2024**, to allow our staff time to enjoy the holiday with their loved ones.

While the business offices will be closed, our operational teams will remain on duty to ensure continued service. Customers experiencing service-related issues may contact our **24-hour dispatch** 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.

We thank you for your understanding and wish the entire community a safe and joyous Thanksgiving holiday.

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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.