



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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

WAPA Announces Holiday Season Business Hours

U.S. VIRGIN ISLANDS (December 24, 2024) – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) would like to provide customers with its holiday business office closure schedule:

- Tuesday, December 24 – Offices close at Noon
- Wednesday, December 25 – Offices closed: Christmas Day
- Thursday, December 26 – Offices closed: Boxing Day
- Tuesday, December 31 – Offices close at Noon
- Wednesday, January 1 – Offices closed: New Year’s Day & Crucian Christmas Food, Arts, and Crafts Fair
- Thursday, January 2 – St. Croix Offices closed: Crucian Christmas Festival J’ouvert
- Friday, January 3 – Offices closed: Crucian Christmas Festival Children’s Parade
- Monday, January 6 – Offices closed: Three Kings’ Day

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.

The Authority wishes everyone a safe and festive holiday season!

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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) | [f](#) Virgin Islands Water and Power Authority | [t](#) @VIWAPA