



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

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Virgin Islands Water & Power Authority Online Payment System Maintenance Beginning March 21, 2023

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority wishes to inform the public that its online payment platform will be unavailable beginning tomorrow, March 21, 2023, starting at 4 PM through Wednesday, March 22, 2023, at 9 AM for scheduled system maintenance.

While the online payment system is unavailable, the Authority will not be performing disconnects related to unpaid bills. Disconnects will resume until Thursday, March 23, 2023, to allow customers adequate time to submit payment.

Please note, customers can still place a check or money order in drop boxes located at customer service offices, as well as make payments at a First Bank, Banco Popular or Bank of St. Croix location. Electronic payments will not be accepted via phone, website or at our customer service locations during this time.

The Authority encourages customers to schedule payments ahead of time and thanks the public for its cooperation.

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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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