



VIRGIN ISLANDS WATER AND POWER

P.O. BOX 1450,
St. Thomas, Virgin Islands
00804-1450
TELEPHONE: (340) 774-3552
FAX: (340) 715-6574

CUSTOMER BILLING DISPUTE FORMS

Directions: Please complete this form and provide all requested documentation in order to ensure timely processing and investigation of your claim. If more space is needed for your request, please attach additional pages.

YOUR INFORMATION

Today's Date		Account Number
Your Name		
Account Holder		
Service Address		
Service Address cont.		
Mailing Address		
Mailing Address cont.		
Mobile/Home Number(s)		
E-mail		

Please specify the type of dispute

- ☐ **Water:** Water bill dispute.
- ☐ **Electric:** Electrical bill dispute.
- ☐ **Miscellaneous:** Anything outside of the categories above.

Last Updated 9/25/2025

Date of Dispute	Time of Dispute
Did you contact WAPA about this incident? ☐ Yes ☐ No	
If so, when did you first make contact (please indicate date):	
Which WAPA department did you report the incident to?	
Amount of adjustment/credit sought:	



VIWAPA Dispute Form

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By submitting this dispute, I certify that the information submitted is true and accurate to the best of my knowledge.

Signature of Person Submitting Dispute

Printed Name of Person Submitting Dispute

Date

To expedite the dispute process, please submit the following documents along with your dispute form:

- (1) Copy of the customer's utility bill(s) in dispute (water/electricity)
- (2) Copies of payment receipts
- (3) Customer correspondence (emails, letters, or call logs related to dispute)
- (4) Photographs or any additional information that would validate the dispute

Please submit this form as well as the additional documentation to:

St. Croix Business Office:
Customer Service Department
Customer.Service@viwapa.vi
P.O. Box 1450
St. Thomas, VI 00804
Phone: (340) 773-2250 Option 5

St. Thomas Business Office:
Customer Service Department
Customer.Service@viwapa.vi
P.O. Box 1450
St. Thomas, VI 00804
Phone: (340) 774-3552 Option 5

St. John Business Office:
Customer Service Department
Customer.Service@viwapa.vi
P.O. Box 1450
St. Thomas, VI 00804
Phone: (340) 774-3552 Option 5

IMPORTANT - KNOW YOUR RIGHTS:

*Under the **Ratepayers Bill of Rights (30 V.I.C. § 1a)**, you have rights to:*

- Advance notice before disconnection
- Dispute bills without immediate shutoff
- Request a payment plan
- If no resolution after 30 days, file a complaint with the Public Services Commission (PSC)
- Special protections if suffering from a qualifying medical condition

For immediate assistance contact the WAPA Business Office.