



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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

WAPA Announces Office Closures in Observance of Emancipation Day and Independence Day

U.S. VIRGIN ISLANDS (July 2, 2025) — The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) advises the public that Customer Service and Business Offices across the territory will be closed on Thursday, July 3, 2025, and Friday, July 4, 2025, in observance of Emancipation Day and Independence Day, respectively.

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

Payment Options Available:

- 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: Submit payments via money order or check at any WAPA business center.

Regular business operations will resume on Monday, July 7, 2025.

WAPA thanks the public for their understanding as we take time to honor these days of deep cultural and national significance.

###

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.