THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE
(340) 774-3552 • communications@viwapa.vi / www.viwapa.vi

WAPA Business Offices to Observe Thanksgiving Holiday and Provide Limited Service on Friday, November 27

U.S. VIRGIN ISLANDS (November 25, 2026) – The Virgin Islands Water and Power Authority ("WAPA" or "the Authority") informs customers that all business offices will be closed on Thursday, November 26, in observance of Thanksgiving Day.

On Friday, November 27, the Four Winds Plaza Business Office on St. Thomas and Sunny Isles Business Office on St. Croix will reopen and provide limited service. The Market Place Business Office on St. John will remain closed that day.

The St. Thomas and St. Croix offices will maintain normal business hours and provide cashier services only. In-person customer service and account support will be unavailable at both locations during this time.

Customers may continue to make payments through WAPA's online payment portal at www.viwapa.vi or by calling (340) 773-2250 or (340) 774-3552 and selecting Option 3.

Customers experiencing service-related issues may contact WAPA's 24-hour dispatch by following the prompts at (340) 773-2250 or (340) 774-3552 (Option 4). Outages may also be reported online through the Authority's website at www.viwapa.vi/customer-service/report-outage-or-problem.

Regular business operations at business offices territorywide will resume on Monday, November 30, 2026.

WAPA appreciates the community's understanding and continued support and extends warm wishes for a blessed Thanksgiving.

###

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.