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WAPA Billing System Glitch Affects 3,000, All But Two Refunds Issued

Swift action taken to address charges from system test mishap, with nearly all accounts now rectified, according to WAPA

WAPA / **Published On April 12, 2024 05:31 AM /**

Staff Consortium **April 12, 2024**

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The V.I. Water and Power Authority has issued an update on what it described as a recent billing mishap that affected approximately 3,000 of its customers. The authority said it is taking steps to inform the public and rectify the situation following a test of its billing system that went awry.

According to WAPA, on Monday evening during routine testing in the authority's billing test environment, an error resulted in unintended charges to customer accounts. WAPAV said it has acted swiftly to reverse these charges. As of now, reversals have been completed for all but two accounts.

Customers affected by this error should notice a negative transaction in their account statements, indicating a refund. However, WAPA notes that depending on the customer's bank, it might take some time for the balance updates to be reflected.

For customers whose initial charge is still pending on their card or bank account, WAPA assured that these charges will drop off, and no credit will appear. The utility emphasized that no further action is required by the customers in these cases.

WAPA has acknowledged the confusion and inconvenience caused by this incident. "The authority acknowledges the inconvenience and confusion this may have caused to its 3,000 impacted customers," the statement said.

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