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# WAPA Alerts Customers About Unauthorized Telephone Calls Soliciting Immediate Payment and Threatening Disconnection

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The Virgin Islands Water and Power Authority Sunday issued a scam alert to its customers, who appear to be targets of unauthorized attempts to solicit monies for WAPA payments, without authorization, the authority has made known.

WAPA Executive Director Lawrence J. Kupfer said the authority has received calls from customers reporting that they were threatened with disconnection if immediate payments were not made on their accounts.

“Customers are receiving telephone calls from a toll-free 800 telephone number with the caller purporting to be a WAPA employee seeking immediate payment on accounts to avoid service

disconnection,” he said. Mr. Kupfer confirmed that WAPA does not have anyone calling customers, and such actions by these scammers are not authorized by the Authority.

“We are concerned that such actions are taking place by unknown individuals. WAPA advises its customers to disregard such calls and report the information to the proper authorities,” Mr. Kupfer said.

Reports can be made to the Virgin Islands Police Department, or to WAPA’s Internal Audit Revenue Assurance Division at 340-715-6563.

Customers who do not receive their billing statement in the mail during the usual time period expected each month, should contact WAPA on St. Thomas and St. John at 340-774-3552, or on St. Croix at 340-773-2250 and report that information to a customer service representative who will verify account information during the call.

WAPA’s customers are urged to be cautious about sharing account numbers, personal identification numbers, and other confidential information pertaining to their account with others, and to also secure billing statements that may have related information.

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