

Virgin Islands Water & Power Authority Electrical Restoration

Restoration areas for the week of January 7, 2018



ST. CROIX

Annas Hope	Glynn	La Vallee	Paradise
Barren Spot	Granard	Little Fountain	Peters Rest
Betzys Jewel	Grange Garden	Little La Grange	Petronella
Bonne Esperance	Great Pond	Longford	Plessen
Brooks Hill	Hams Bay	Lower Love	River
Cane Bay	Hams Bluff	Mon Bijou	Springfield
Carlton	Herbert Grigg	Morning Star	St. Johns
Castle Coakley	Hibiscus Point	Mountain	Tipperary
Castle Nugent	Hogensborg	Montpellier	Two Friends
Concordia	Jolly Hill	Mount Pleasant	Two Williams
Diamond	Kingshill	Orange Grove	Whim
			Williams Delight

ST. JOHN

Calabash Boom to Mandal	Lameshur Estate	East End Road
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ST. THOMAS

Frenchmans Bay	Liliendal & Marienhoj	Wintberg
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***We Continue to Recover, Rebuild and Restore
WAPA...Working for You!***

No Customer Left Behind Hotline

(340) 715-8020

St. John only



Payment Kiosks

Self-service payment kiosks are available at Customer Service offices on St. Croix and St. Thomas during normal business hours, and at Petrus Plaza on St. Thomas, seven days a week, 6 am – 11 pm

Customer Service Office Hours

Monday - Friday, 8 am - 4 pm

- Sunny Isle on St. Croix
- Port of Sale Mall on St. Thomas

Monday - Friday, 9 am - 3 pm

- Marketplace on St. John

Monthly Billing

On December 18, WAPA resumed billing for electrical and water services provided prior to September 6. Late fees usually assessed after the due date are being waived. However, customers are encouraged to make payment once they have received their bills. Again, these bills are for services provided prior to Hurricane Irma on September 6.

Shipment of Materials and Supplies

Customers are advised that WAPA continues to receive regular shipments of materials and supplies in both districts to complete the power restoration. Transformers, which are vital to the continued restoration of service, are being dispatched with crews as soon they arrive.

Temporary / Blue Roofs

Licensed electrician must certify, in writing, that the structure is safe to re-energize

If Electric Meter was removed by WAPA

- Complete repairs to meter base and/or weatherhead.
- Have work certified, in writing, by a licensed electrician.
- Notify the Customer Service office of completion.

Fees

All meter removal and associated reconnection fees have been waived during this restoration period.

WAPA customers on St. John, who have not yet been restored, are encouraged to call the **No Customer Left Behind** hotline at 340-715-8020.

Specific questions about the restoration of electrical service should be directed to WAPA's Emergency Call Centers on St. Thomas and St. Croix.

Emergency Call Centers operate seven days a week from 9 a.m. to 5 p.m.

On St. Thomas and Water Island, call **340-774-1424**

On St. Croix, call **340-773-0150**