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WAPA Extending Office Hours Next Week To Accommodate Water Voucher Collection

Public housing and meals on wheels recipients to receive vouchers directly

Community Center / **Published On December 01, 2023 05:36 AM /**

Staff Consortium **December 01, 2023**

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The Water and Power Authority is making plans to accommodate eligible customers who still need to collect water vouchers.

An announcement on Thursday notes that office hours for WAPA's Sunny Isles, St. Croix location will be extended to 6:00 p.m. for voucher pickup. The extension will run from Monday through Thursday next week – December 4 to December 7. After that, customers can collect their vouchers during regular business hours until the expiration date of February 19, 2024.

WAPA is asking customers to check their eligibility and pre-register for vouchers [online](#), with customer service representatives standing by to follow up with anyone who needs extra assistance.

To qualify for the \$100 vouchers, customers must meet specific criteria, including residency in affected areas, the usage of potable water in the past six months, and must have an active WAPA account. Renters and non-account holders will be asked to show their lease or sign an affidavit on-site, WAPA says.

The extension of the agency's office hours to facilitate voucher distribution "reflects our dedication to ensuring customers have equitable access to essential resources," said WAPA Chief Operating Officer Noel Hodge.

Some eligible residents, such as those in public housing communities and recipients of Meals on Wheels services, will receive their vouchers through the respective agencies, WAPA made known.

More information can be obtained by contacting WAPA customer service directly.