

PSC Urges WAPA Customers to Report Billing Discrepancies; Steps to Dispute Your Bill

The Public Services Commission outlines the process for disputing incorrect WAPA bills and emphasizes the importance of keeping accounts current during investigations

Community Center / **Published On September 23, 2024 05:46 AM /**

Staff Consortium **September 23, 2024**

Image not found or type unknown



If you have a bill from the Water and Power Authority that you believe is incorrect, the Public Services Commission wants to hear from you.

On Friday, the PSC issued a press release outlining all the steps necessary to dispute a WAPA bill.

?First, a complaint must be filed with WAPA – either in person, via [email](#), or by telephone. Once that is done, the clock starts ticking. WAPA has 30 days to address the complaint. During that time, customers are advised to keep detailed records, “including bills, emails, letters or any

communications with WAPA.” In the absence of written correspondence, customers should take notes about their interactions with WAPA, including the name of the representative they spoke with, date, time, and key points discussed.

Additionally, the PSC reminds customers that they are still responsible for keeping their accounts current while the disputed bill is being investigated. “To avoid disconnection you must continue to pay the average of your previous bills,” the PSC advised.

If after 30 days the billing dispute remains unresolved, or if the customer is unsatisfied with WAPA’s response, they may escalate the matter to the PSC. Complaints to the Commission may be lodged in person, by emailing at info@psc.vi.gov, in a completed [complaint form](#), or by telephone.

The PSC reiterated its commitment to assisting all ratepayers who have concerns regarding the utilities regulated by the Commission. They invite the public to reach out for further information and assistance by calling the PSC on (340) 776 - 1291 on St. Thomas, or (340) 778 - 6010 on St. Croix.

The commission will be hosting two community outreach sessions on St. Croix this week where complaints – not just about WAPA – will also be accepted. On Monday from 9 a.m. to 12 p.m. PSC officials will be at the Joseph E. James Housing Community to engage with the public, and at the Wilford Pedro Senior Housing Community on Tuesday, during the same timeframe.