

The Virgin Islands Consortium

W.A.P.A. To Suspend Online Payments From Friday Evening Through Sunday For Maintenance Purposes

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The Virgin Islands Water and Power Authority has scheduled a computer system maintenance upgrade, which will require shutting down the authority's system from 8 a.m. on Saturday through 8 p.m. on Sunday, a press release the semiautonomous entity issued today has made known.

According to the release, W.A.P.A.'s online payment system will be suspended beginning at 3 p.m. on Friday to allow the payments to be completely processed prior to Saturday morning's system shutdown. The Information Technology Department will use this time to upgrade the authority's Enterprise Resource Planning System.

W.A.P.A. reminded customers that other payment options are available, including payment at most local banks, placing a check or money order in the drop boxes at a W.A.P.A. business office or by mail using the envelope included with the billing statement.

All other online/network functions will be operational during the scheduled maintenance.

Customers will still be able to:

Log on to www.viwapa.vi for information and updates Send emails to the outage center on the website Call WAPA's main switchboard lines

In case of emergency, customers can call the emergency lines: St. Croix at 773-0150 or St. Thomas/St. John at 774-1424.

There will be no electric or water service interruptions as a result of this system maintenance, W.A.P.A. says, adding that it appreciates the understanding and patience of its customers.