

The Virgin Islands Consortium

Some WAPA Customers To Receive Two Power And Water Bills In December; WAPA Blames System Glitch

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The Virgin Islands Water and Power Authority on Wednesday advised its customers of a delay in the distribution of electric and potable water bills for the month of November. The double billing, said WAPA Director of Corporate Communications, Jean Greaux, will only affect the St. Thomas-St. John District.

WAPA Executive Director Julio A. Rhymer, Sr. said on Wednesday that a technical glitch with the utility's Automated Metering Infrastructure (AMI) software, coupled with personnel challenges, led to the delayed distribution of the November bills.

"We anticipate that the bills will be issued by Friday, December 9," Mr. Rhymer said. The news of two bills in December, which amounts to four bills for customers with both power and water services, will irritate residents who've already budgeted for the holidays.

Mr. Rhymer said the delay affected over 21,000 accounts, and the delayed bill for November means that the affected account holders will receive two bills in the month of December. The earlier of the two bills will be due in December, while the later bill will be due in January, according to WAPA.

WAPA apologized to its customers for any inconvenience caused by the billing delay.

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