

The Virgin Islands Consortium

Online WAPA Payments Suspended On Friday As Authority Performs System Upgrade

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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 payment portal on Friday, February 10th, from 7 a.m. through 7 p.m., WAPA announced today.

Customers are reminded that other payment options are available to include payment in the Authority's Customer Service Offices and at most local banks, placing a check or money order in the drop boxes at WAPA business offices 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.

The Authority appreciates the understanding and patience of its customers.

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