

The Virgin Islands Consortium

WAPA's System Maintenance Upgrade Continues, Online Payment Suspension Extended Until Saturday

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The Virgin Islands Water and Power Authority is in the process of conducting a scheduled computer system maintenance upgrade, which required shutting down the Authority's Payment Portal.

The upgrade began on Friday, February 10th, at 7 a.m. and was initially scheduled for completion by Friday at 7 p.m. However, the upgrade has been extended to Saturday, February 11th at 12p.m., and as a result the online payment portal will remain unavailable until Saturday at 12:00 p.m.

Customers are reminded that other payment options are available to include payment 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.