

The Virgin Islands Consortium

WAPA Introduces Pay-By-Phone And Account Inquiry Service

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Businesswoman with smart phone

Customers of the Virgin Islands Water and Power Authority now have a new option by which they can make payments on their electrical and potable water bills, WAPA has announced. The authority has launched an automated pay-by-phone and account inquiry service. Payments by phone can be made using a major credit card.

Executive Director Lawrence J. Kupfer said Saturday the new service has been on-line since mid-July for testing purposes. “Even before its formal introduction to the public, the

service has been discovered by our customers," Mr. Kupfer said. "We have seen a steady increase in the use of the service for both payment and inquiries on accounts. We are excited about this new service as it is another technological advance for WAPA, and it allows our customers the added convenience of paying for electrical and water service from their phone."

Up to this point, customers wanting to pay by phone relied on a customer service representative to process the payment, and were limited to normal business hours.

To access the pay by phone and bill inquiry service, simply call either of WAPA's main telephone numbers, 340-774-3552 or 340-773-2250, and select Option 3.

Mr. Kupfer said the automated pay-by-phone and account inquiry service adds to the many options from which customers can choose to pay their bills. "The other options include paying your bill at www.viwapa.vi using WAPA's self-service payment kiosks at our customer service offices and at Petrus Plaza on St. Thomas, at local bank branches, or placing a check or money order in the drop boxes at our customer service locations," he said.