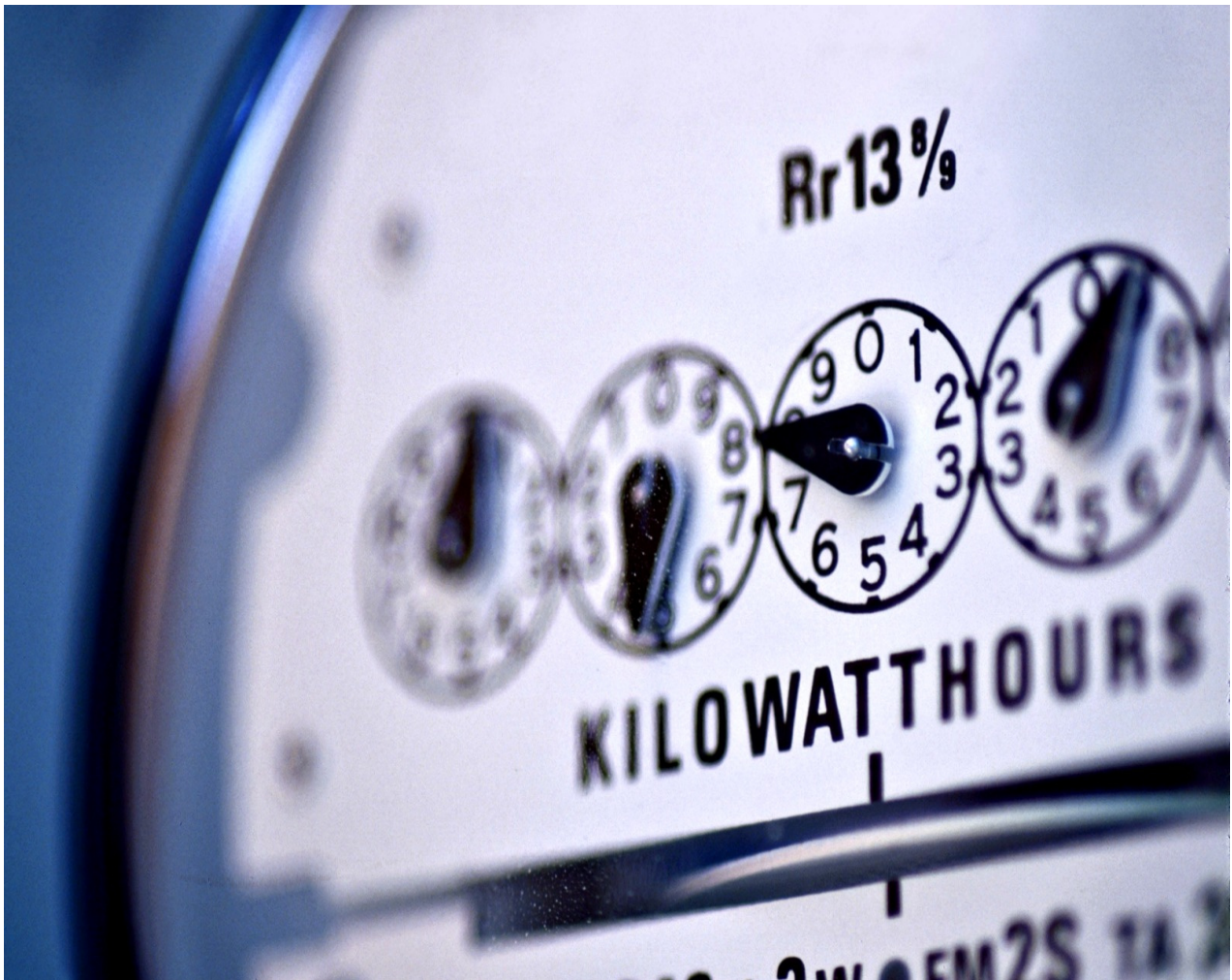


The Virgin Islands Consortium

Customers Whose Service WAPA Has Disconnected Say Authority Takes Too Long To Reconnect After Payment; WAPA Blames Increased Demand

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Some customers whose electric service have been disconnected by the Virgin Islands Water and Power Authority for past due payment, have complained to The Consortium that the authority was taking too long to reconnect their service. Some even wondered whether WAPA had issues with its new system that allows it to remotely reconnect a customer.

The Consortium relayed this concern to WAPA Director of Corporate Communications Jean Greaux on Tuesday. On Wednesday, Mr. Greaux said in a release that as WAPA

has resumed disconnection of delinquent electrical and potable water service a week ago, there has been an increased demand for service at WAPA's customer service offices on all three islands, and on the company's telephone system.

"The resumption of the authority's disconnection policy has led to increased customer traffic to settle past due accounts and restore service. The Authority asks customers for their patience when visiting the customer service centers, and when calling by telephone, as delays will be encountered," said Executive Director Lawrence J. Kupfer, according to the release.

Mr. Kupfer added, "The public is advised that the inconvenience of having service interrupted and subsequently reconnected can be avoided by adhering to the schedule for payment when bills are issued."

WAPA explained that an electric bill issued on November 6 is due twenty days later, on November 26. That bill becomes delinquent on November 27, and a late notice is issued the following day. If not paid, that account is subject to disconnection 14 days later, on December 12.

"This process provides on average about 30 days for payment to be rendered once a bill has been issued and the account becomes subject to disconnection," Mr. Kupfer said.

WAPA reminded customers that there are several options to make payment to the authority even if your service has been disconnected. Customers can visit the business offices on all three islands or pay by phone, at payment kiosks, or on its website [here](#). Customers are also encouraged to bring any concerns or questions about their bills to the attention of customer service representatives at the authority's offices in Sunny Isle, St. Croix; Port of Sale Mall, St. Thomas; and The Marketplace, St. John.

Customers whose service has been disconnected will be required to pay a \$25 reconnection fee prior to having their service restored, WAPA said.