

# The Virgin Islands Consortium

## WAPA To Customers: Pay Your Bill Timely To Prevent Disconnection

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The Virgin Islands Water and Power Authority, in a release issued Tuesday, reminded its customers to make timely payment on electrical and water bills to avoid disconnection of service. The authority resumed its disconnection policy in November, and relaxed that policy around the 2018 holiday season. "WAPA's disconnection procedures for nonpayment has resumed and customers are urged to either make payment on their account or visit a customer service office to resolve any outstanding issues regarding their bill," said Executive Director / CEO Lawrence J. Kupfer.

Bills are issued by the authority every 30 days for an approximate 30-day service period. In explaining the disconnection policy, Mr. Kupfer noted that a bill issued on January 6th

is due twenty days later, on January 26. That bill becomes delinquent on January 27th, and a late notice is issued the following day. If not paid, that account is subject to disconnection 14 days later, on February 12th. Accounts that are disconnected for non-payment are subject to a reconnection fee of \$25 before service can be restored, WAPA said.

WAPA customer service offices are located at Sunny Isle, St. Croix; The Marketplace, St. John, and at Port of Sale Mall on St. Thomas.

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