

The Virgin Islands Consortium

WAPA Says Electronic Payments Will be Unavailable From Oct. 14-17 For System Maintenance

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The V.I. Water and Power Authority has announced that all electronic payment platforms will be unavailable beginning Friday, October 14 at 4:00 p.m. through Monday, October 17 at 8:00 a.m. for system maintenance. During this period, customers will be unable to make payments online or by phone, the authority said.

According to the release, while electronic payment systems are unavailable, the WAPA will not be performing disconnects related to unpaid bills on Monday, October 17, 2022 or Tuesday, October 18, 2022, to allow customers adequate time to submit payment. Disconnects for unpaid bills will resume on Wednesday, October 19, 2022.

"Please note, customers can still place a check or money order in drop boxes located at customer service offices, as well as make payments at a First Bank, Banco Popular or Bank of St. Croix location," WAPA said.

The authority apologized for the inconvenience and encourages customers to schedule payments ahead of time.

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