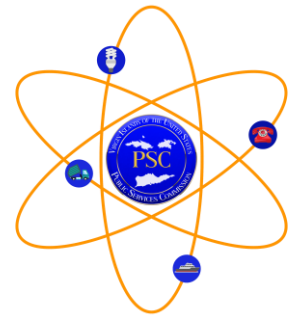




Government of the United States Virgin Islands Public Services Commission

www.psc.vi.gov
psc.info@psc.vi.gov



FOR IMMEDIATE RELEASE

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Virgin Islands Public Services Commission Addresses Electric and Water Billing Concerns

US VIRGIN ISLANDS - The Public Services Commission (PSC) is aware that billing issues and disputes with the Virgin Islands Water and Power Authority (WAPA) have increased significantly. Concerns have been raised about the accuracy of bills and the sharp increases in the amounts billed. To assist ratepayers with these issues, the procedure for challenging a bill is outlined below:

Steps to Dispute a WAPA Bill:

1. Submit a Request to WAPA

To dispute a bill, submit a request for correction or review to WAPA, allowing them the opportunity to address your concerns. You can file a complaint with WAPA through the following channels:

- **In-person:**
 - Port of Sale Mall (Havensight), St. Thomas
 - The Marketplace, St. John
 - Sunny Isles Annex, St. Croix
- **Online:** customer.service@viwapa.vi
- **By phone:** 340-773-2250 or 340-774-3552 (Option 5)

2. Pay the Average of Past Bills During the Review

Customers are still responsible for keeping their accounts current while the investigation is being conducted. While your complaint is being investigated, to avoid disconnection you must continue to pay the average of your previous bills.

3. Keep Records of Your Complaint

The PSC encourages you to maintain detailed records of your complaint, including bills, emails, letters, or any communications with WAPA. If interactions are not in writing,

P.O. Box 40 St. Thomas, VI 00804
1003 Estate Ross Suite 4, St.
Thomas, VI, 00802
(340) 776-1291

P.O. Box 7360 Christiansted, VI 00823
Estate Carlton Suite 1 & 2 Frederiksted,
St. Croix, VI, 00840
(340) 778-6010



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take notes, including the name of the person you spoke with, the date and time, and the key points discussed.

4. WAPA's Response Timeline

WAPA has 30 days to address your complaint. If after 30 days you are unsatisfied with their response or the issue remains unresolved, you may escalate your complaint to the PSC.

Filing a Complaint with the PSC:

If your issue with WAPA remains unresolved or you are not satisfied with their response, you can file a complaint with the PSC through any of the following ways:

- **In-person:**
 - St. Thomas: 1003 Estate Ross (Barbel Plaza) Suite 4, St. Thomas, VI, 00802
 - St. Croix: Estate Carlton Suite 1 & 2, Frederiksted, St. Croix, VI, 00840
- **Online:** Complete the Complaint Form on our website psc.vi.gov and submit it to psc.info@psc.vi.gov
- **By phone:**
 - St. Thomas: 340-776-1291
 - St. Croix: 340-778-6010

We are committed to assisting ratepayers with concerns regarding all the utilities we regulate.

For further information or assistance, please contact the Virgin Islands Public Services Commission at (340) 776-1291 (STT) or (340) 778-6010 (STX) or our email at psc.info@psc.vi.gov.

For recent news releases, more information on the PSC, and easy access to information on utility issues visit our website at psc.vi.gov. Like our Facebook page at www.facebook.com/VIPSC1965.

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