

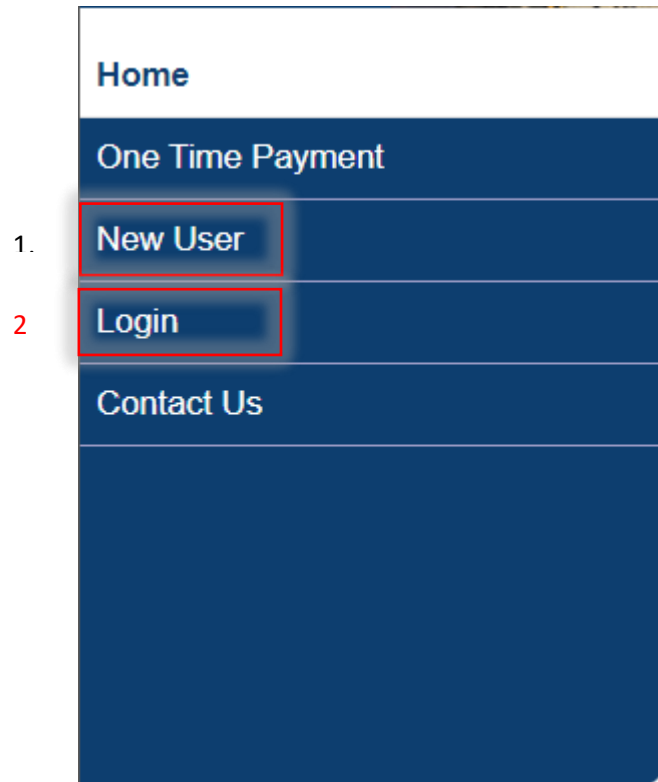
Creating Your User Account and Navigating to the Consumption Report

When trying to create a new account, open your preferred web browser and go to viwapa.vi and click on the **Pay Your Bill Online** in the upper right corner.



1. Click on **New User** to start the creation of your account.

2. Note: For returning users who already have accounts click Login.



Please proceed to fill out the information required to create the account.

(Email, Password, First/Last name, Address, Phone Number, and Security Questions)

The screenshot shows a web application interface for creating a new user. On the left is a dark blue navigation menu with the following items: Home, One Time Payment, New User, Login, and Contact Us. The main content area is titled 'Create New User' and includes a legend: '* = Required'. The form is divided into two sections: 'Login' and 'Name and Address'. Each field in the form is accompanied by a green checkmark, indicating that the entered information is valid.

| Section | Field | Value | Status |
|------------------|--------------------------|--------------------|--------|
| Login | * eMail Address: | john_doe@viwapa.vi | ✓ |
| | * Confirm eMail Address: | john_doe@viwapa.vi | ✓ |
| | * Password: | ***** | ✓ |
| | * Confirm Password: | ***** | ✓ |
| Name and Address | * First Name: | John | ✓ |
| | * Last Name: | Doe | ✓ |
| | * Address 1: | 12-345 Street | ✓ |
| | Address 2: | | |
| | * City: | ST Thomas | ✓ |
| | * State: | Virgin Islands | ✓ |
| | * Zip Code: | 00802 | ✓ |

(continued....)

Phone Number

At least one phone must be entered

Home Phone:

Work Phone:

Work Ext:

Cell Phone:

Security Questions

Please choose your security questions below. Security questions are used to reset your password in the event it has been compromised or forgotten. The minimum number of required predefined security questions is 3.

* 1. Type: Predefined Question User Defined Question

* Question: ✓ ▾

* Answer:

* 2. Type: Predefined Question User Defined Question

* Question: ✓ ▾

* Answer:

* 3. Type: Predefined Question User Defined Question

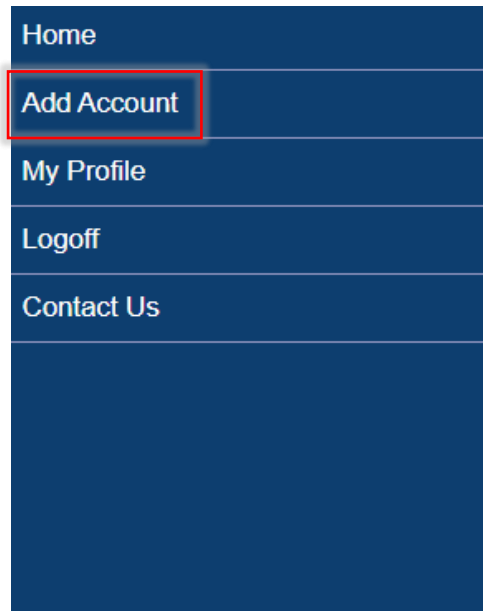
* Question: ✓ ▾

* Answer:

[Add Another Question](#)



After you clicked on the link to verify the account, continue to log back into the account then add your account.



Locate a copy of your paper utility bill and copy the **Cycle/Route number** as well as the **Account Number** to enter on the website then click on submit.

Corrected Bill

| | | | | | |
|-----------------------|-----------|---------------------------|---------------------|----------------|--------------|
| Service Address | | Rate Class | | Account Number | |
| [REDACTED] | | NET BILLING RES 12-19.9KW | | 269343-208462 | |
| Cycle | Bill Date | Due Date | Service Period | Days | Meter Number |
| 09-05 | 07/07/21 | 07/27/21 | 05/19/21 - 06/17/21 | 0 | [REDACTED] |
| Multiplier | Units | Current | Previous | Usage | |
| 1.0000 | KWHD | 37,829.00 | 37,829.00 | 0.00 | |
| 1.0000 | KWHR | 0.00 | 0.00 | 0.00 | |
| Multiplier | Units | Current | Previous | Usage | |
| 1.0000 | KWHD | 40,521.00 | 37,829.00 | 2,692.00 | |
| 1.0000 | KWHR | 25.00 | 20.00 | -5.00 | |
| Service | | Consumption | | Charge | Total |
| ELECTRIC | | | | | |
| CUSTOMER CHARGE | | | | 4.86 | |
| FIRST 250 @ .231577 | | 250.00 | | 57.89 | |
| OPEB SUR @.002166 | | 2,692.00 | | 5.83 | |
| PILOT SUR @.000686 | | 2,692.00 | | 1.85 | |
| FUEL CHARGE @.149417 | | 2,692.00 | | 402.23 | |
| INS SUR @.001925 | | 2,692.00 | | 5.18 | |
| OVER 250 @ .257775 | | 2,442.00 | | 629.49 | |
| KW RETURNED @.112062 | | -5.00 | | -56 | |
| GRID ACCESS CHARGE | | | | 80.00 | |
| TOTAL ELECTRIC | | | | | 1,186.77 |
| ADJUSTMENT | | 06/29/21 | | | -784.49 |

- Home
- Add Account
- My Profile
- Logout
- Contact Us

Add Account

** = Required*

User ID: buchancv@viwapa.vi

* Account ID: ✓ - ✓

* Cycle/Route Number: ✓ ✓

** Account ID is listed as account number on your bill, which is comprised of two numbers separated by a dash. In the left box enter the number on the left of the dash, in the right box enter the number on the right of the dash.*

** Cycle/Route Number listed on your bill as two numbers separated with a dash. In the left box enter the number on the left of the dash, enter the number on the right of the dash in the right box.*

A message will pop-up and inform you that the account was added successfully.

- Home
- Manage Accounts
- Account Information
- Payment History
- Auto Pay
- Consumption Report
- Billing History
- Service Summary
- Edit Account
- My Profile
- Logoff
- Contact Us

Add Account

* = Required

User ID: [REDACTED]

The account was added successfully.

* Account ID: [000269343] ✓ - [000208462]

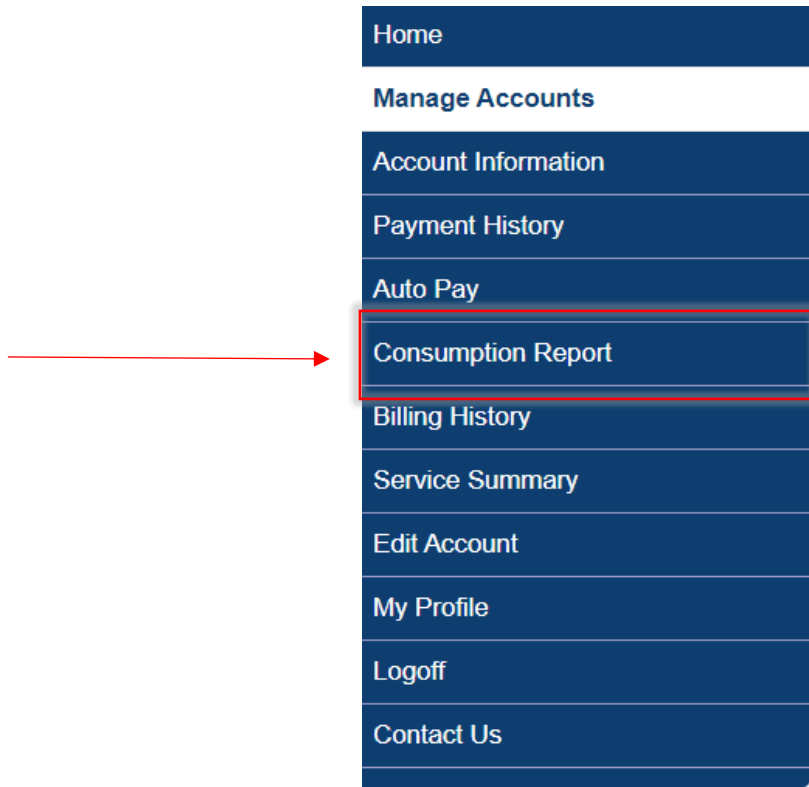
* Cycle/Route Number: [09] [05]

Submit

* Account ID is listed as account number on your bill, which is comprised of two numbers separated by a dash. In the left box enter the number on the left of the dash, in the right box enter the number on the right of the dash.

* Cycle/Route Number listed on your bill as two numbers separated with a dash. In the left box enter the number on the left of the dash, enter the number on the right of the dash in the right box.

Upon success of creating the account you could then navigate to the Consumption Report and click on view under Consumption history.



Report View can be seen on the next page.

- Home
- Manage Accounts
- Account Information
- Payment History
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- Billing History
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- Edit Account
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- Logoff
- Contact Us

Consumption Report

Account Number: [REDACTED]

Customer Name: [REDACTED]

Location Address: [REDACTED]

Phone Number: [REDACTED]

Service: ELECTRIC

[Demand](#)

Meter Number: [REDACTED]
 *Avg. Daily Usage: 102.71
 Last Read Date: 07/15/2022
 *Avg. 30 Day Usage: 3,081.30

| Meter Reading Unit | Reading |
|--------------------------|-----------|
| KILOWATT HOURS DELIVERED | 80,346.00 |
| KILOWATT HOURS RECEIVED | 419.00 |

Showing 1 to 2 of 2 entries

View Graph By: [Period](#)
[Year\(row\)](#)
[Year\(col\)](#)

| Billing Periods | Number of Days | Daily Usage | Total Usage |
|-----------------|----------------|-------------|-------------|
| 08/2022 | 29 | 75.00 | 2,175.00 |
| 07/2022 | 33 | 84.33 | 2,783.00 |
| 06/2022 | 31 | 90.10 | 2,793.00 |
| 05/2022 | 29 | 127.76 | 3,705.00 |
| 04/2022 | 28 | 120.68 | 3,379.00 |
| 03/2022 | 31 | 127.84 | 3,963.00 |
| 02/2022 | 31 | 137.87 | 4,274.00 |
| 01/2022 | 29 | 104.86 | 3,041.00 |
| 12/2021 | 31 | 103.74 | 3,216.00 |
| 11/2021 | 30 | 93.00 | 2,790.00 |
| 10/2021 | 30 | 88.53 | 2,656.00 |
| 09/2021 | 29 | 79.41 | 2,303.00 |
| 08/2021 | 32 | 73.53 | 2,353.00 |
| 07/2021 | 29 | 92.66 | 2,687.00 |
| 06/2021 | 28 | 73.14 | 2,048.00 |
| 05/2021 | 30 | 78.47 | 2,354.00 |