

PRESS RELEASE

Tel: (284)468-2730

Official Government Website:

<https://gov.vg>

New Online Payment Portal For Water And Sewerage

Release Date: 27 January, 2025



**PAY YOUR
WATER BILL
ONLINE NOW!!**

Visit any Water and Sewerage Department and register or go online to the URL link **payment.gov.vg** using your physical bill info.

Customers of the Water and Sewerage Department can now pay their bills online following the launch of the department's online payment portal.

Minister for Communications and Works Honourable Kye M. Rymer made the announcement during the Twentieth Sitting of the First Session of the Fifth House of Assembly.

Honourable Rymer emphasised that this online payment solution marks a significant advancement in modernising water and sewerage services while offering residents and businesses a user-friendly, secure, and efficient method for managing utility payments.

"No longer will they need to navigate long queues or cumbersome processes; with just a few clicks, they will be able to access their accounts, view billing information, and make payments from the comfort of their homes or any location with internet access," the minister stated.

Customers will be able to register and pay their bills through the portal from February 1. Key features of the online payment system include:

- **24/7 Accessibility:** Customers can access their accounts anytime.
- **Dual Payment Options:** Users can choose between paying by email or through the payment portal.
- **Account Management:** Customers can view their billing history and usage.
- **Security:** The portal employs advanced security measures to protect customer information.

Acting Director of Water and Sewerage, Mr. Brian Davis, said customers are encouraged to visit the department to register by providing an email address, which will facilitate communication regarding bills, receipts, and important announcements.

Meanwhile, Permanent Secretary in the Ministry of Communications and Works, Mrs. Elvia Smith-Maduro expressed gratitude to all stakeholders involved in making

this online payment portal a reality. She acknowledged the contributions from various departments and organisations, including, the Department of Information Technology, Banco Popular and Smarter Commerce, as well as the seventeen individuals who participated in pilot testing.

The launch of the portal aligns with the ministry's commitment to enhancing public service delivery through innovative technology, ensuring that residents have access to essential utilities in a more efficient manner.

The Ministry of Communications and Works is committed to the ongoing development and maintenance of public infrastructure, ensuring that utilities are reliable and affordable, thereby enhancing the quality of life for all residents and visitors in the Virgin Islands.