



Constant Contact Survey Results

Survey Name: Jul 24 2019 WAPA Survey

Response Status: Partial & Completed

Number of Respondents: 192

7/29/2019

The Public Services Commission (PSC) will meet on July 31, 2019 to again review and possibly approve the requested electricity rate increases proposed by WAPA. The St Croix Chamber of Commerce is seeking input from the public and private sector to provide to the PSC prior to this meeting regarding the overall impact these rate increases will have on the Virgin Islands community. We request that you please take a few minutes to fill out this anonymous survey. Survey closes: 5pm July 29

How long have you been purchasing WAPA services?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than 6 months			5	2.6 %
6 months to less than 1 year			4	2.0 %
1 year to less than 3 years			22	11.4 %
3 years to less than 5 years			12	6.2 %
5 years or more			148	77.0 %
No Response(s)			1	<1 %
Totals			192	100%

Do you own your home/condo/apartment or rent?

Answer	0%	100%	Number of Response(s)	Response Ratio
Own			135	71.0 %
Rent			55	28.9 %
Totals			190	100%

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What role do you have in the business you run or work for?

Answer	0%	100%	Number of Response(s)	Response Ratio
Owner/President			57	31.1 %
Business Partner			6	3.2 %
Executive			9	4.9 %
Sole-Proprietor			19	10.3 %
Management			25	13.6 %
Employee			52	28.4 %
Unemployed			8	4.3 %
Other			17	9.2 %
Totals			183	100%

How long has your business been in operation?

Answer	0%	100%	Number of Response(s)	Response Ratio
less than 1 year			8	4.1 %
1 to 3 years			13	6.7 %
3 to 5 years			12	6.2 %
5 to 10 years			15	7.8 %
10 to 20 years			31	16.1 %
over 20 years			80	41.6 %
No Response(s)			33	17.1 %
Totals			192	100%

Have you read the St Croix Chamber's Position on the latest proposed WAPA electricity rate increase? Read here: [Chamber Position on WAPA Rate increase](#)

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			155	80.7 %
No			32	16.6 %
No Response(s)			5	2.6 %
Totals			192	100%

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All service utilities (cable, internet, cell, water, garbage, sewer) must increase rates at key intervals to accommodate increases to provide services including operations, maintenance, distribution, infrastructure improvements and other similar costs. Do you agree or disagree?

Answer	0%	100%	Number of Response(s)	Response Ratio
Agree			102	53.1 %
Disagree			82	42.7 %
No Response(s)			8	4.1 %
Totals			192	100%

Do you oppose the latest proposed WAPA electricity rate increase?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			181	94.2 %
No			8	4.1 %
No Response(s)			3	1.5 %
Totals			192	100%

If you answered "yes" above, why do you oppose the rate increase?

<p>There are several other options, including running WAPA more efficiently. Price increases should be thr last resort, not the first response to any issue.</p>
<p>Higher than any other US owned territory.... Why?!?</p>
<p>I believe the Government of the Virgin Islands needs to be responsible for paying their portion of the bill. Residents and business owners have been paying constantly increases and the Government must admit their failure to do their obligation as well in paying the WAPA costs. It is the residents and business owners who will suffer in these price hikes.</p> <p>The government, on the whole, mismanages their funds.</p>
<p>Damaging to businesses and low income residents. Rate increase is because of wapa mismanagement, not because of external factors.</p>
<p>The increase rate is to off-set the fuel guzzling generators in St. Thomas which Crucian's have had to subsidize for years. To add insult to injury why does WAPA continue to repair these archaic units and not replace them with new,lower wattage with improved efficiency.</p> <p>Since St. Thomas is making so much money why don't they pay for the lease of that stand by unit.</p> <p>I think if each island paid for there owe power we may see a different mentality. Remember St. Croix could consume the excess rolling power from the refinery at a fraction of the cost of our current bills. Further will WAPA meet it's 2020 mandate to have 20% of its power produced by solar or will we let them off the hook AGAIN</p>
<p>The utility has made many promises in the past to lower rates through various schemes. The most recent was the propane conversion project which ballooned over budget by about \$80 million or about twice the projected cost.</p>
<p>Until the quality of service is corrected and continuous i have zero faith that any increase in rates will result in an increase in quality and continued service.</p>
<p>I own businesses in both the USVI and on the mainland U.U. Electric rates are decreasing in the states. Switching to liquefied natural gas was supposed to significantly lower rates. WAPA has been mismanaged for decades and we are supposed to pay for it.</p>

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Besides labor, electric is my largest expense and has a significant impact on my profitability.
Our electricity rates are too high right now to propose an increase. My WAPA bill is a rent payment. Ridiculous!!
As expensive as it already is, service is not reliable.
They've seemed to mismanaged funds and operational costs. Why should their customers pay for that? They claim to have lost money after the hurricane due to electrical outages, yet we have a huge influx of tourists, new building, workers living on the island and the new man camp - all using more electric than ever before. Hasn't that been an increase in revenue?
At this point there are still many people struggling. The hurricanes set a lot of people back. The rents went through the roof and people are still (all this time later) looking for reasonable housing. It's just bad timing.
I have yet to see any reduction in my electrical bills as was promised by WAPA, instead I constantly seen an increase and no one is at home for at lease 10 hours in any giving day. We are not using anything more in our home than normal. we have changed from electric stove to gas, we have changed all the light bulb and appliances to energy saving and still there is no change in the monthly bills
My biggest concern is the impact it will have on businesses and individuals that are already paying the highest power rates in all of the states and territories. Additionally with the re-activation of Limetree why wasn't a deal brokered as part of their conditions to do business that they provide fuel at a cheaper rate. In my opinion WAPA should be exploring this avenue as opposed to raising rates on consumers.
WAPA rates are already ridiculously high. I believe this is due to inefficiency. WAPA needs to be held accountable for past decisions and management in order to prevent the problems from continuing. Businesses already pay a higher rate and it is unfair to ask even more when we're all still in recovery mode.
I think "WAPA" should streamline the operation as all businesses do to make ends meet and have a little something left over at the end of the year.
Government mismanagement and fiscal irresponsibility on the part of WAPA should not be paid by an increase. The Entire USVI Government workers, Governor, Senators, all of them should go without electric and salaries until the bill is paid.
Unsustainable and will ultimately lead to a further economoc divide as those with the means go offgrid and move toward producing their own power. With the loss of those major companies moving in that direction wapa will lose biggest customers and rates will again increase and those with less shoulder the burden.
This rate increase is a direct result of horrendous mismanagement of WAPA. WAPA has held our island hostage for decades. We currently pay the highest rate for energy, worldwide. There are families across the island who have to decide between paying WAPA or buying groceries. WAPA is forcing our citizens into poverty.
We pay to much already for service. There has to be other options to bring down the cost. Our community cannot afford to pay more money. High cost is crippling our progress and our Economic Development.
Tired of rates going up without better service being provided.
It makes no sense. The service is poor and no way consumers can continue to pay the constant increases to keep the utility company afloat.
Until WAPA can provide electric service that doesn't constantly go out, they shouldn't increase rates. Until WAPA can start sending Bill's consistently as in every 30 days, they shouldn't increase rates.

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<p>We are already paying more than most places in the world per kw and the service is not reliable.</p>
<p>We were promised lower rates. WAPA mismanaged its upgrades. I'm retired now and on a fixed income. Would have left island if I'd known rates were going to soar back up again.</p>
<p>It way to expensive already</p>
<p>There is no justification for an increase. Musmanaandbroken promises.</p>
<p>The VI Government is total digrace and donot anything about the people within the community.</p>
<p>The VI Gov't's continued mismanagement and non-payment of more than \$50 million dollars to WAPA is not to be the burden of residents and businesses of this Territory.</p> <p>We have the highest rates in the US, along with the shoddiest service.</p> <p>Enough is enough, and too much is nasty.</p>
<p>The rate is alrighly high and raising it more will not only cause those in poverty to struggle more to pay bills for basic living. WAPA has already mismanaged millions of dollars, I don't believe they will be efficient even with the rate hike to properly budget funds. The rate hike will also cause businesses to raise the costs of goods for them to be able to stay in business forget increasing the coast of living for locals.</p>
<p>Service is UNRELIABLE! Exactly what am I paying for?</p>
<p>Another increase will raise the prices for all goods and services across the territory. Business accounts and large power customers will be hit hard and will have to pass that along to the consumers. Consumers will be hit with not only a higher WAPA bill every month, they will also have to pay more for all their food and necessities. People on a fixed income are already stretching their last dollar to the end of the month, they cannot afford even \$20 extra a month.</p> <p>WAPA needs to collect on its government accounts, large power customers in arrears, and stop expecting the general population to carry these accounts. We have nothing left to give!</p>
<p>The cost of living is increasing but wages remain the same. The average worker is straining to live a decent life due to these increases!!</p>
<p>Inefficiency with the use of funds and overall service.</p> <p>Been her since 85.</p>
<p>Cannot be justified. Very poor management. Government cannot sustain it. Sell it to the private sector.</p>
<p>How can you continue to increase services that are subpar and below the median standards for power? You pay full price for half service, destroyed appliances and electronics.</p>
<p>Because we already pay the highest rate for electricity than anyone in the US Also we should be utilizing natural resource the sun and wind to lower the costs of producing electric</p>
<p>I am on fixed income so if wapa steals from me, I will have to cut back elsewhere.</p>
<p>mismanagement of funds over many years has made the increase necessary. I don't believe that bad behaviour should be rewarded.</p>
<p>The rates are getting out of hand. A person cannot afford the necessities required just to live. Electricity is a basic need. There are constant outages, which are a huge problem. Yet the prices still rise. It's outrageous.</p>

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<p>I oppose bc I feel there little accountability in areas ranging from people out in the field to those in executive positions. Where is the oversight?</p>
<p>Our rates are the highest around and service is spotty!</p>
<p>The people should not have to pay for the energy the Gov. Uses! This has been going on for at least 30yrs,I am tired of the mismanaged board at WAPA.The losses they have,have been their fault or just plain stupidity. Anyone who is dumb enough to put 2 millin\$\$ into a scam should be fired,if it happened at all,more likely someone's pocket!</p>
<p>Investment was made in solar and propane supposedly to lower cost, instead cost is increasing because of poor management.</p>
<p>Residents should not be punished for the bad decisions and mismanagement of WAPA. We can't afford to pay the governments bills or the choices of the company.</p> <p>If the government can't pay its bill then stop their service like they would to any personal business or homeowner.</p> <p>Decide if you are going to run on propane or diesel. Don't make the people pay for both.</p>
<p>It is uneconomical for residents and business owners. It is killing the territory.</p> <p>Hold WAPA and the government accountable, otherwise they won't be forced to come up with alternative solutions to their financial irresponsibility.</p>
<p>Don't believe WAPA is managing business properly and efficiently, Government non-payment and wapa bad choices are causing rate payers to pay more for poor service.</p>
<p>Increasing rate causes financial hardship to many who are already struggling to pay high utility costs. As importantly, increasing rates does not solve the underlying issues of mismanagement and short-sighted decision makers nor lead to a sustainable solution.</p>
<p>As a teacher, I live paycheck to paycheck - if I'm lucky! WAPA is my biggest expense! Please stop the brutal rape of WAPA customers. That is what it is - WAPA is in control because we have to pay or go without.</p>
<p>It's too much.</p>
<p>WAPA's mgmt and beyond blatantly disrespects my STX community without any regards for our monetary affordability concerns. It doesn't matter how many yrs we've said no, we can't afford another dollar pay out to WAPA's corruption fund. More businesses will again fold, and more families destroyed because they simply don't have more money to pay their bills. Thinking about WAPA deteorates a lot of health even more in the V.I. including mines. If I didn't own my home, I would have already moved on. I have friends and/or know people who uses battery lamps at nights to keep their utility bills from escalating. They don't even own a tv. If they do, there is no cable. We the people of these Virgin Islands have suffered for too long on the backs of those people. Time to put an end to it. PSC does not work on our behalf. They must be dismantled immediately.</p>
<p>It is unjustified for the quality of service that is provided</p>
<p>We've already had proportionate increases, the services do not justify the increase (blackouts, surges, etc) and finally the government isn't paying their WAPA bills-why should I pay more?</p>
<p>WAPA shouldn't be allowed to receive rate increases several times a year for a myriad of reasons.</p> <ol style="list-style-type: none">1. We pay the highest rate per kwh in the US and it's Territories.2. We have been promised over and over reduction in rates.3. Salaries are not increasing commensurately with the increase in utility rates.4. WAPA pays exorbitant amounts of monies to consultants yet customers aren't benefitting.5. UNTIL WAPA RECEIVES THE OVER 2 MILLION DOLLARS THAT THEY CLAIMED WAS LOSSED IN AN EMAIL

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PHISHING SCAM THEY SHOULD NOT BE ALLOWED ANY RATE INCREASES.
We never received the discount with the switch to propane. The increase will raise prices on other necessities like food. Almost all businesses have a decrease in revenue since the hurricane.
I see no justification for an additional increase in such a short period. Many of the tenants are still dealing with recovery of personal loss.
No reason for rate increase other than mismanagement
The increase at this time seems ridiculous and unreasonable.
Energy costs in the VI-US are increasing disproportionately to payroll and business income generated by the majority living and working in the VI-US. Alternate, affordable and sustainable energy resources are critical. People are leaving the VI-US due to increasing cost of living. We are unable to handle more energy rate increases.
Rates have gone up since the conversion. When they were supposed to go down. The claim that they lost customers after the storm is partially because the rates are so high. They will raise rates and more people will continue to go off the grid. They should instead look at becoming more efficient.
Increased WAPA electric rates are depressing the economy of the USVI. Higher WAPA bills means less to spend at other businesses. WAPA lacks vision in power generation. The USVI should not be paying for propane. We are bombarded daily with enough sunlight to power the island. WAPA did not have the vision for a 50-100 year plan after the hurricanes. It was an opportunity to put distribution lines underground and distribute power generation to other areas of the island. It spent money on power poles that can be destroyed by Hurricane again. There should be a solar array in Frederiksted that generates power for the west end of the islands.
wapas refusal to collect the gvis bills, when under the leac fuel adjustment theres a unpaid bills section that charges paying customers a share of the fuel bill for unpaid bills. also wapa refuses to adjust paying customer's bills for there own bad decisions like the propane conversion
Inconsistent service, rates that are higher than anywhere I have ever lived, rates that make it impossible for folks to ever get ahead. Be real w your rates!
Service is lousy and rates more than many can afford
The amount charged per kilowatt is already ludicrous.
Additional hardship on the people of the VI especially while still dealing with expenses and current recovery process
The island should be going green and WAPA should be doing something to encourage this
The VI Government must face the necessity of paying its WAPA bills just like residents and businesses do. That's why we pay taxes.
I believe that poor service, mismanagement, corruption are the main causes of these increases. While as stated above I agree that at certain times rate increases MAY be necessary, WAPA's increases are more a result of being poorly (and it seems corruptly) run. They pass the cost of poor management on to the customers. On top of that, the service with frequent outages is maddening - yet they hold on to \$3,000 dollars of mine as security deposit as long as I keep the account open. They hold on to my money as long as I am a customer as security - meanwhile I have no security against their poor service. Power goes out and I lose product and business (or have to pay for a generator out of my own pocket).

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<p>I live on a fixed income. I do all I can (LED bulbs, motion sensor lights on the porch, in the closets, etc., no lights on during daylight,) to conserve energy but my bill is overwhelming. I unplug lights and appliances (toaster oven, iron, hot water heater, microwave) that I don't use all the time. I don't know what else to do!!!!</p>
<p>im not sure how much more the people can do without in order to pay for electrical service that is just barely a step above third world. we have a tv , some ceiling fans, washing machine, stove and refrigerator. we have NO air conditioning. how is it right or fair that our bill is 160-200 a month. and for what. the power goes out when it sprinkles. they have island wide outages because the generating plant is outdated. people are going off grid so we get charged more. government doesnt pay its bills so we get charged more. do you have special rates for seniors? for those people who cant get jobs. this in addition to the skyrocketing rental rates is going to drive people off the island. and then what-more increases to cover their loss. when is it going to end.</p>
<p>Money is not the problem at WAPA it's management, I don't care how much money you give them they always seems to want more</p>
<p>the rate increases are becoming to often and WAPA stated when the switch to propane fuel that the bills would have decreased. Everything they have stated they would do to aid in helping the consumers have falling very short. Their projection of these planned ideas were apparently not thought out properly as to the cost factor and the time measures for their projection. Now it appears when the powers that be failed in their task it all fall back on the consumers. So yes I do oppose the rate increase.</p>
<p>Wapa mismanagement</p>
<p>Because most people are living on a fix income and the governor refuse to release resident income tax .</p>
<p>There is no improvement in service--and they lost 2 million dollars in a phone scam.....come on!</p>
<p>The increase in rates seems in large part due to incapable management, waste, and failure of the government to pay its WAPA bills. These are not valid and fair reasons to raise rates, forcing citizens to bear the expense of those mistakes.</p>
<p>Cost of living is extremely high as it is. Businesses prices skyrocket after every rate increase. People have to choose between their lights and putting food on the table because of the prices as it is. Small businesses, which is what drives our economy, suffer from every increase. Families with low incomes suffer. If the government would pay their bills that would also alleviate much of the nonsense.</p>
<p>If the reason for the increase is to pay debt that is currently not being repaid due to the government not paying its power bill that is not fair</p>
<p>WAPAs inconsistency in service, already monument level of expensive and lack of customer service are a real issue. As the only company to provide power they can get away with inferior service. A rate increase is offensive to the patrons and residents of the VI who already spend so much of our monthly income on power without any increase in dependability.</p>
<p>I cannot absorb another increase.</p>
<p>WAPA has failed to demonstrate their ability to become more efficient and use any increased funds in a reasonable manner. We pay the highest rates of the country and have some of the worst service in terms of outages and consistency of power. This is a significant hindrance to attracting new businesses and new homeowners to the USVI.</p>
<p>The VI is already paying the highest rate for electricity and to raise it will prevent many families from having electricity in their homes because they simply cannot afford it. Already their are homes in the VI with no electricity the situation is only going to get worse. The residents were promised lower electric bills a few years ago and we are yet to see that happen. FEMA paid most if not all of the recovery cost after hurricanes Irma and Maria; so why do they need extra funds? The rate increase will be used to pay those who are already making exorbitant salaries while the rest of us suffer.</p>

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<p>Let the Casino Control Commission be our guide as to what should NEVER happen with tax payers money.</p>
<p>Rates have been increased over the years with the same excuses.</p>
<p>The working class people in our community is already struggling as it is. A rate increase will have significant impact on our islands.</p>
<p>WAPA's own gross negligence and mismanagement are the underlying cause of their need for a rate increase, this is coupled with our own VI Government's inability to pay the millions of dollars it owes for the power it uses.</p> <p>We need to be holding hearings and investigating WAPA's operations and finances to finally solve once and for all this issue.</p> <p>WAPA is a failed agency and had been so for many years, it cannot and has not provided the citizens of the USVI with reliable affordable power for decades and our own VI Gov't is complicit in this failure.</p>
<p>WAPA leadership is operating under the assumption that there will be no significant increase in customers choosing to go off the grid, regardless of how far they raise rates. This disregard for basic economic policy will result in further rate increases as they serve an ever-shrinking customer base at the same moment that renewal and battery solutions make going off-grid the only logical choice.</p>
<p>I have yet to see a solid financial plan for how this rate increase will lead to a sustainable operating plan for the utility.</p>
<p>It is unfair that the struggling public make up for the USVI GOV lack of payment to WAPA. Instead of WAPA shutting off power to residents it should IMMEDIATELY shut off power to non-essential gov't agencies to force payment. WHY does that not happen.</p> <p>Because WAPA is a GOVT entity!!! Disgraceful!!</p> <p>PRIVATIZE WAPA!! PRIVATIZE WAPA!!</p> <p>PRIVATIZE WAPA!!</p>
<p>rates are too high now and most of us that use WAPA are only paid minimum wage. How are we to keep paying an increase in electricity while trying to raise and care for a family? How are we to purchase food and other necessary items if all of our hard earned money goes to WAPA. How are businesses to remain open? How will we be able to entice tourist here with businesses closing? They will choose somewhere else to spend their money thus decreasing our economy even more. The community needs to stand together and state NO MORE! Locals should be able to feel confident in their government officials and entities to help them prosper not to keep taking their hard earned money. We need people in these entities that lean, grow and try to help their fellow man, not steal from them.</p>
<p>The WAPA rates are already incredibly high. Increasing them will not account for any better service, as they have shown in past increases. All of the new operations things, such as composite poles are from funds related to the relief effort. The community is still recovering and forcing the people to pay more for power is not justified.</p>
<p>It will have a domino effect. It will cause price increases for the business and private sector. Consumers will not only be obligated to pay the WAPA rate increase but will be faced with rate increases for practically all business goods and services.</p>
<p>I oppose the rate increase due to WAPA's neglect in diversifying our energy sources. The ineptitude of WAPA is falling on the backs of residents and businesses. WAPA needs to be more accountable for their decisions and lack of progress to make St. Croix more energy efficient and to make electricity affordable for the people of the Virgin Islands.</p>
<p>Not sustainable rates. It Will crush low and middle income holds and create more poverty and hardship to families struggling post storms.</p>

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<p>The costs of electric is eating away at business expenditures. We already have a high cost of living. Can only pass so much to consumers. And home electric is just way out of proportion. It would drive more people to leave the island due to super high cost of living.</p>
<p>Increases should only be made if services are up to par and customers are at least satisfied with current services. Also, WAPA should take into consideration the living expenses of individuals and making reasonable decisions for their rates.</p>
<p>These increases are the result of incompetence, dishonesty, greed and mismanagement. Any increase is wasted money without some significant change at the highest level of management within WAPA even at the BOD level</p>
<p>We, the people, have been promised great changes under the leadership of Hugo. Go back and recoup all the money that has vanished UNDER his leadership. Begin to purify water and sell. Senator Liburd's proposal is still viable.</p> <p>Everything must not be on the backs of the underpaid consumers.</p>
<p>The people of the USVI shouldn't have to pay for WAPA's miss management of money! WAPA can't even get simple things corrected like billing the customers. I feel it's a guessing game on what we get charged. We pay our bill in full and get a late notice for some weird amount that we never saw. Someone from somewhere needs to go through that company from top to bottom and fix all the Corrupt happenings</p>
<p>our wapa bills were supposed to DECREASE after all the solar installations and switch to gas but this has not been the case.</p>
<p>The central government needs to pay its outstanding obligations. WAPA needs to curtail its wasteful practices and exorbitant spending.</p>
<p>It is unfair to allow the Government to be the largest account in arrears in the double digits of millions and growing by the day uninterrupted and still have power on at any consumption level unchecked. It is no secret power costs money. If you use power, you pay for it. We are in the ongoing crisis state we are in from this pattern of refusing to remit payment regardless of who is in office. This refusal to pay up year after year is a long term issue no one wants to really resolve with a remittance in full. It is in stark contrast of how arrearages are handled when a long term resident owing a mere few hundred dollars will have service disconnected and live without it until paid in full and all other fees have been satisfied. We have yet to experience the 30% decrease promised. Until that has occurred for a long period of time, a rate increase for poor management decisions should not be born on the already heavily taxed and fee paying small business and community at large.</p>
<p>Poor quality of electric service and very high rates. It is a circle never ending. Wala needs to sell. Government has no business running a power company.</p>
<p>WE are barely surviving after these hurricanes. No hotels open, fewer tourists. Let the government pay their outstanding balance instead of an increase.</p>
<p>Wapa needs to get it together and collect on it's receivables to cover it's expenses, not just jack up the rates. How embarrassing it must be for them to switch fuel sources a few years ago and then soon become unable to pay for fuel shipments. What a joke.</p> <p>In addition, if it's too costly for them to generate power on their own, why not let the super sized generators at the refinery on stx tie into the grid just like a residential net metered solar client would do?? Or let's petition the government to allow refinery to be an additional power source.</p>
<p>As a business owner we are struggling as it is. Cost of doing business on island is already insane. It is difficult enough for main land brick and mortar to compete, much less for us. This would increase our over head again and shrink the amount of extra cash people have to spend. My bill already went up about \$100 last month. This will force many to close, there by shrinking the government revenue. It's a vicious cycle.</p>

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Our rate here is already sky high. Many folks can hardly afford their residential WAPA rates and those that have a brick and mortar building to also consider, its nearly impossible. I'd like to think of the grocery stores, retail stores, etc didn't have to cover such extremely high wapa bills they could lower the cost of their products/service. Better for everyone

Wasps does not operate efficiently.

We have been promised lower rates for years!!!

Why should we keep paying for their incompetence and poor management for many years, that has put in this situation?

It is not fair to the paying customers to be penalized for the government's unpaid bills!!!

I pay my bill cause if not they will cut my power!!! Have they ever cut the government facilities/businesses for non payment?!!! Why not?!!!

WAPA's monopoly has resulted in exhorbitant rates to customers while cost of providing service coupled with very poor customer service makes the increase unreasonable

We pay high rates, service value is low, customer service at Wapa is poor, Wapa admin services are poor and lack professionalism compared to mainland utilities companies. Internet services and info on webpage are also poor. If the admin side of Wapa was streamlined, efficient and accurate maybe then operational costs wouldn't be huge and need for customer rates to be exploited.

The rates we pay for electricity are some of the highest in the world. This cripples small businesses and the economy as a whole. As people get off the grid and switch to solar, the problem will only get worse.

The people in control think they have all the answers and do not want to give up control. They do not. What they have been doing does not work. They are dragging the whole VI down with them. Another rate increase, when we already have some of the highest rates in the world will crush

WAPA needs MAJOR changes in its leadership and their entire thought process when deciding how to reduce the rates. What they have been doing for the last 30 years is not working. Until we see a major change in leadership and direction, we cannot keep throwing more money at the problem.

I oppose because does not collect from government agencies that own thousands of back pay. Plus they send money to fake accounts. They should have used that money for their expenses.

While we need emergency generators and maintenance, I am concerned this increase is due to mismanagement of funds or will be back to the old norm that 50 cents per Kilowatt hour is acceptable.

Wapa has not been spending our money well. We should not support bad decision making and poor management.

There continues to be no "return" on the monies obtained from previous increases. The power fluctuates, causing damage to equipment, which you receive no compensation for replacement.

The system is broken and out of date. They need to fix it or it's just wasting our money. We're switching to solar as we're tired of paying high energy rates and unpredictable frequent power outages.

WAPA rates are already exorbitantly high and do not correspond to reliable service. Increasing rates places enormous burden on small businesses, nonprofits, and renters. This is compounded by extremely high cost of living without comparable income levels. Thus, a rate increase threatens a rebuilding, and foundational, small business and nonprofit economy of the USVI.

Finally, WAPA infrastructure and service models should be preparing for a future model that is both cost effective and addresses the need for sustainable energy in the Territory rather than paying for past decisions.

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<p>It seems that they are proposing good money to bad.... instead of working on viable, sustainable solutions for energy and evaluate where the excess funds not directly attributing to energy could be cut (ie, look at operational, administrative processes, staff, and cut the fluff or mismanaged areas), they continue to put the burden on current users, provide unreliable and inconsistent service and an incredibly high cost.</p>
<p>The increase is going to affect the business and our cash flow. Why we have to pay for the government miss management?</p>
<p>Because WAPA raises its rates but the service never gets better. We, the average Virgin Islanders cannot continue to pay these exorbitant rates while the government agencies pay little or nothing and we have to bear the cost. Additionally, the frequent outages cost us money when our appliances go bad and our food spoils. The service is terrible and we get promises of rate reductions with the switch to propane that never happened, we hear about new generators but get island wide blackouts. We pay higher electric bills than most states. We cannot carry this failed utility on our backs any longer!</p>
<p>The rates are punishment to citizens that were not involved in the mismanagement of funds. Those responsible should be replaced with better management.</p>
<p>Wapa have been given many rate increases and the services have not been upgraded. We still suffer power outages with simple rain fall and do not forget the latest event in the news. Remember there are individuals who are on a fixed income.</p>
<p>Wapa has mismanaged itself into its current debt situation and it is unfair to put the burden of their poor business decisions on the backs of USVi residents and businesses who themselves are struggling already in this economy. WaPA is causing businesses to fold and residents to leave or seek alternative power options. Those who can not afford to, and there are many, suffer. This contributes to many negative consequences in our community including crime.</p>
<p>Am already paying way to much for my services. WAPA should not INCREASE, because MY income have not increased.</p>
<p>Complete financial mismanagement on WAPAs part. Failure to convert to propane as promised. Failure to honor outstanding Net Meter permits. And regular power outages. We deserve better considering the rates we currently pay</p>
<p>There are some businesses who rightfully increase their services, and provide services which meet or exceed the expectations of their clients, which rightfully reflects the increase in price for their services. WAPA fails to meet or exceed the expectations of their clients on a continual basis, and the lack of money is not what is causing their poor service. It is the lack of management and the lack of proper financial oversight. An increase in rates will not solve the problem. It is time to collect on the debts due, and bring to justice those whom have willfully abused and stole from WAPA.</p>
<p>As a business owner I am at a point of having to close and movie stateside. These increases are chasing so many people away. I cannot sustain another increase.</p>
<p>Mis-management, not an increase in service costs, is the main problem with WAPA. We are paying more for less. The service we do have is substandard--Brown outs are occurring on a regular and consistent basis--and there is no evidence that increasing the rates will result in improvement.</p>
<p>The Authority has no strategic plan how to control costs and maintain services. The rate increases are reactionary and a short term solution to long term problems which require innovative and strategic solutions. The people of the VI are held hostage by WAPA, mismanagement, budget overruns, scams, fuel prices are all addressed by sporadic rate increases but no actual resolution. The VI already suffers under the highest kwh rates in the entire US and some of the lowest income levels.</p>
<p>I believe the increase is excessive, is the result of mis-management and not legitimate costs and will deeply harm the people of the USVI.</p>

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I have not received an increase in years. Hence, how do you expect me to keep up with these increases. It is shameful that the hard-working people of the Virgin Islands are being used because of the mismanagement and greed of certain individual. That is why the crime rate is increasing. The Senators need to be accountable to give the Commission the power to keep WAPA accountable and in check. It is sinful and disgraceful. These agencies including the Senate are a waste.

WAPA lack of accountability and proper management is why we the consumers have to pay outrageous amounts for electricity and water. The Government of the United states Virgin Islands owes WAPA for decades and no plan of action has been set in place to recoup those monies owed, they continue to rob from Peter to pay Paul. I also opposed the rate increase because the Water is horrendous, the color is something out of a third world country and WAPA continues to estimate water bill, they do not read meters.

Because we keep getting rate increases but the service is not being updates. WAPA has us living in 3rd world country conditions power outages water outages for hour on a daily basis. They are mismanaging their funds and not doing anything to make us less depended on fossil fuels. The charging us for a generator that they need to provide us services that we pay for. The fact that your not able to provide services and passing on the cost that they are incompetent to the consumers is ridiculous. You have to sometimes eat the cost of your own improper business practices; we the consumer are not responsible for such in-competences.

Because our rates are already ridiculously high and it does not match up with the economy. Some businesses are working to pay utilities. Which makes no sense. Our main concern should not be our water and power bill which isn't even worth the cost considering reliability. You blow and the power goes. If you want to charge the people an arm and a leg then put the wires under ground for a start.

The rate is already at 39.85 c/kwh, highest in the US. Puerto Rico, right next door is 10 cents lower at 21.85 c/kWh, lower than some states including California, Massachusetts, Alaska and Hawaii! WAPA needs to be accountable for its actions and stop raising our rates out of bad decisions!

https://www.eia.gov/electricity/monthly/epm_table_grapher.php?t=epmt_5_6_a

WAPA have been making careless decisions with their funds and is putting it on the backs of the people while providing nothing but empty promises of eventually lowering their rates.

Our rates are already high and despite the other frequent raises nothing seems to have changed with WAPA's infrastructure. Raising rate won't change a problem that is decades old.

Services are Abysmal and unreliable. Charging me more for what you are unable to deliver is ridiculous. Try being efficient instead of tapping us for more money. The rate for electricity is already 7 times higher than my stateside home.

We should not be paying for their falling victim to a phishing scam nor should we be paying for their consistently sub par service.

I say if WAPA can't pay their bills now then what make you think they will pay or keep up with the increased monies. No Increase!
We have all the power we need surrounding the island and it's the ocean

Because mismanagement of funds led to the current situation and WAPA has not made significant changes to guard against mismanagement in the future. Further, every other US state and territory has been able to provide power at an incrementally less cost. There is no reason for power to be so expensive.

Absolutely unnecessary. Other islands in the Pacific are much further from the mainland with a much higher population and the prices are much less. The technology is available to provide low cost renewable energy to this island and we refuse to utilize it because it wasn't developed here. Just consider it stealing the technology if that makes it better. Nothing is more native Virgin Islander than that.

WAPA should fix the mismanagement of funds and clean up their system and get payment from the biggest problem accts such as Govt and Hospitals BEFORE expecting rate payers to put more money into a sinking ship.

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<p>We the people can't afford it anymore.</p>
<p>Our utility bills are already too high in comparison to other States and US Territories. The service is very unreliable.</p>
<p>It is already absurdly high for the poor service we receive.</p>
<p>The PSC should demand WAPA be audited from an outside top tier accounting firm before any rate increases. They (WAPA) have repeatedly shown gross incompetence in all aspects of their management of their company from operations with the constant whole district blackouts to financial with loosing over \$2m to an overseas wires. The PSC should demand WAPA be audited and if it's in their power they should demand wholesale leadership changes or privatization.</p>
<p>WAPA is already getting more money than any similar state side utility- especially for the level of service it provides in return. They are either grossly mismanaged or corrupt and squandering money left and right. And they greatly have the people held hostage. Only by organizing as one body and Demanding better is anything going to be done. We need to demand transparency, proof of all their transactions as well as holding the elected officials who over see them. Only way to root out corruption and put knowledgeable and trustworthy people in charge. Thank you chamber for standing up to them and including the public in your efforts.</p>
<p>The rates skyrocketed when the cost of fuel went up to \$100+ per barrel. But those rates have never gone down when fuel costs when way down to less than \$40 a barrel. Then we were told there would be a 30% reduction when we switched to propane. Once again that decrease never happened. WAPA's problem is that it is badly managed by extremely overpaid people. There is no incentive to manage better.</p>
<p>Our economy already has suffered since the closing of the refinery and an electric increase will not help the economy.</p>
<p>We pay outrageous amounts now for water and electric. Already cutting back where we can! If we cannot live comfortably in the Virgin Islands, and afford the bare necessities, then it's time to move elsewhere. And we both work and make very good wages, but there's a limit.</p>
<p>WAPA has little incentive to operate efficiently and economically. Being essentially a government owned company it has no shareholders to answer to and no competition to force it to operate in a cost effective manner. My stateside career was in Operations with a large electric utility so I believe I understand the challenges that WAPA faces as two small, stand alone, electrical grids and to expect our electrical rates to be on par with the stateside average is unrealistic. But I do not believe it is possible for WAPA as it currently exists to improve operations significantly. I think it needs to be restructured at a minimum and ideally become a private company, although the odds of finding a buyer for WAPA are minimal. However, nothing will change if we continue to accept the current operational status quo and simply rubber stamp any rate increases WAPA asks for.</p>
<p>Too many rate increases too quickly especially when the service being paid for so often fails.</p>
<p>Price gouging!! I feel as if the extra money will go straight into corrupt pockets, Instead of improving service</p>
<p>The rates are already ridiculously high and the service isn't reliable. I believe books should be audited to determine where the wasted financial resources have gone and work be done to correct the waste before additional funds are squeezed out of an already oppressed constituency.</p>
<p>The rate payer should not be further financially penalized due to the failure of the VI Government to pay bills or the continued mismanagement of WAPA....</p>
<p>The failure of WAPA management & PSC to envision and pursue sustainable &/or renewable power generation plans reflects a lack of vision and honest responsibility, which has been compounded and perpetuated by the VI Government's failure to pay it's own utility bills to WAPA.</p> <p>To now ask the Customers of WAPA to shoulder the costs for this management malfeasance is unconscionable if not criminal!</p>

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<p>Cause why am I responsible for paying for others irresponsibilities and still take care of mines.</p>
<p>It is time that the government pays their over due bills. Instead of the private sector being the only ones to pay their bills. I am tired of the entitlement mentality of the government.</p> <p>I believe in everyone paying their fair share. If that were the case I don't think WAPA would be asking for a 10 cent increase.</p>
<p>These increases are not for improvements. They are increases to pay off the continued bad decisions wapa keeps making with no end in sight.</p>
<p>Increasing rates is unlikely to fix what I perceive to be poorly trained and properly motivated WAPA employees. I haven't heard or read anything about WAPA examining its business model and find cost savings. WAPA decision makers have made a few questionable calls that I know about.</p> <p>This all sounds like a typical government operation which thinks that throwing money at a problem is going to fix it. Government thinks that sitting around a table and thinking about new ways of getting their hands into peeps pockets is the way to go. Increasing existing fees and surcharges also appears to be OK.</p> <p>Building massive solar farms hidden from view is an achievable goal, imho. It's also kinder to the planet. With only 52,000 residents on St Croix, I'm guessing that WAPA could go solar on island, fully, in 5 years. That's a bold plan. At \$.48 per kilowatt hour, why is WAPA</p>
<p>Question 6 is worthy of thought. It assumes that the only way to deal with increased costs is to raise prices. Become more efficient is not an option as this question is phrased.</p>
<p>The rates are already ridiculous. The service is unreliable.</p>
<p>I believe the mismanagement of this organization needs to be cleaned up before the residents or business community needs to continue to bear the burden of a poorly run business.</p>
<p>WAPA has had innumerable opportunities to replace key administrative employees which were and are responsible for the rampant mismanagement that continues to occur there. They clearly continue to practice collusion and nepotism and marginalize any dissent from logical engineers and technical employees. They have repeatedly failed to hold their process operators liable and refuse to find better talent. They manipulate the electrical grid to push their agenda. The class action lawsuit is only a small example. Additionally VITOL, has clearly defrauded the Authority and WAPA seems unconcerned about the massive ongoing fraud investigation. They are probably going to be a timeless case study in corporate fraud and inability to manage a power supplier. They are a total and utter failure, and a public health concern which the entire territory better pray isn't left to depend on in the case of another disaster, because people will die if they have to depend on WAPA.</p>
<p>It appears that WAPA increases do not correlate with improvement to services.</p> <p>Even with surge protectors, frequent brown outs have caused appliances and other electronics to deteriorate faster than normal.</p> <p>The loss of power often interrupts work, costing time and money on a weekly basis.</p> <p>I believe the burden of the debt owed rests entirely on WAPA and the gov't.</p> <p>The average WAPA customer has paid their bills, afterall, if we had not, the service would be shut off.</p> <p>If money is owed to WAPA, they should look to those who owe them the money, period. Grossly mismanaged funds is not a matter for which the average WAPA customer should be expected to pay.</p>
<p>Wapa has been mismanaged for years and the consumers are always the ones feeling the pain in their pockets. We can't continue to allow increases with no accountability by our government and no real plan to change course.</p>

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If approved by the PSC, how will your business deal with the WAPA rate increase? What affect will it have on your business?

I will need to raise prices as overhead increases.
Less money to spend to support other areas of the island economy.
It'll be about a \$6000 a year increase in expenditure. We can weather it, but many other businesses will not be able to.
As in the past, we will maintain profitability and pass along the increase to customers through higher prices. We would consider hiring an additional employee, but, are hesitant to with the impending WAPA rate hike.
None. We are on solar and give electricity to WAPA.
I will have to cut cost in other areas, most notably labor.
Negative affect. Can't afford
N/A
Not too much, all of my work is done from home on my computer.
Has a tremendous negative impact as we are a non-profit with set budgets determined by our grants.
Significant rate increases or I'll be forced to look at alternative sources of power.
We will streamline as much as possible to absorb the increase without having to change our pricing in the short term. However, it is maddening to see the excessive personnel WAPA has that don't seem to be doing jobs that get the job done in the most efficient way.
I'll shut it down and move back to the upper 48. I'm literally done.
Increased cost of doing business passes to consumer.
It will be very hard for business and this prices will be passed on to a community already struggling to survive.
Suck it up. There are usually no options.
Our Tenants are working hard to meet their overall expenses and might have to cut back on improvements they have budgeted to improve their businesses.
Our over head and monthly expense will invrease
N/a
Unsure.
My tenants will have to eat the increase.
I will have to raise my prices, which will most likely lose me some business.
We will have to be creative in finding the monies to pay the increased costs!!
Just pay it...
We may have to close the doors and leave islands. Sad for the employees.
I work for the government in the smallest department and we have to pay our WAPA bills for the parks. If the government has to pay in full maybe it will level out the billing.

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It will be difficult to pay at current \$ that I charge clients do therefore I will need to increase rates and since clients are also businesses it may cause the loss of income if they feel they can no longer afford my services
I will need to start charging more for the product I sell. I rely on tourists. Eventually tourists will go elsewhere where things aren't so expensive.
We will continue hire people to do the needed work. However, the hours of employment will be restricted to the bare minimum needs (ie-less \$\$\$ circulating), product price will need to increase and profit margins for purchasing more needed goods will decrease which will eventually result in less product being purchased and fewer customer needs being met
None,solar.I won't be able to go out at least once a week. I will have to limit my food intake, and hope I have enough for my meds and tv.
Cost will be passed onto consumer.
Less available funds for capital investments and/or hiring new employees.
Probably need to raise prices or cut staff to make up difference.
N/A
I would have to increase the price on items. I may loose customers.
Cut back even more on electricity. Unplug a lot more things around here. Stop paying for conveniences I can do without.
It would make it hard for me to remain in business
We would have to scale back operations
What do you mean how will the business deal?? The bills must be paid correct?? Emploeyss will lose their jobs.
My business may need to increase costs to make ends meet.
Many of my clients may reduce my services due to the increase
We will go off grid
If approved by the PSC, our business will be negatively impacted with increased energy costs being placed upon our clientele which are already challenged with high living costs in the VI-US. Increasing energy costs in the VI-US affects everyone, business owners and business consumers in unequal portion!
We will have to raise prices and business will suffer.
We won't be able to get pay raises.
More financial worries associated with non-Profit.
We are a non profit. Less money for our cause
We'll explore going completely off-grid. Yet another reduction in their rate base.
The expense will need to be passed on to the customer and may need to cut staff - although we are already at bare bones staffing. So mostly passed on to customers.
It will have little effect on the business.
our business can afford it at the moment, but a small business owner will have to cut hours, cut staff cut services and this will drive people to order from the internet even more. this has caused price increases for the consumer and has caused businesses to close down.
I hate raising the price of my product
N/A

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Burden will be placed on the consumer ultimately. Eventually the consumer (tourists) will find other places to visit considering USVI too expensive to visit
Terrible
What choice do we have suck it up or die as a business - cant print money so people suffer more businesses will close AGAIN.
i will be forced to pass some of the cost to my customer by increase the price of the services I provide.
We may have to lessen our hours and/or increase our rates.
N/A
It will further diminish businesses from the ability to succeed, everyone will end up paying this cost increase almost as an added tax on everything we do.
Go off-grid.
We may consider going off the grid. Our rates are already too high.
It will raise it so I will probably have to shut down my business and consider taking it somewhere else.
The business will continue to run as usual, and increased costs will be paid.
The costs of electricity will obviously cause an increase in the cost of living expenses due to businesses having to increase their prices. Families will have less money to spend on necessities and businesses in the community. Furthermore, this will cause a ripple effect for tourism and businesses or individuals thinking of moving to the Virgin Islands. The trickle down of higher electric bills may negatively effect new buyers of businesses and homes as they consider whether the Virgin Islands is an affordable place to live or work. Loosing buyers will effect me significantly.
raises will be impossible some lay offs may have to occur to off set the higher costs of operations.
it threatens us to close down. There is a ripple affect. Not only does it effect our business costs, but employees require more salary to adjust for higher cost of living on their end.
The cost will be passed along to our tenants
Close. Relocate to Tampa or Key West
our company may ask us to work from home more to save money and I like working in an office downtown
N/A
Well it is of little solace that my tax deductions will go up. That also means the VI income tax revenue goes down. I will have less to reinvest in my business to help with sustainability. I cannot and will not consider some new business ideas I have had for some time because the costs of power make many endeavors unlikely to succeed or to be profitable with heavy power cost overhead to absorb and the believe it will go higher with few limitations on how high can it go. That ripple effect of no new business startups means no new jobs created for the community either. I have less to spend in other areas of the community. Increased power costs enlarges the economic negative effect or more families living on the edge to get forced into homelessness or to seek out assistance costing the community at large more money. I cannot see any positive effects of a rate increase on my family because what happens in the community will ripple effect to my doorstep one way or another, yours too.
WE will cut our staff, if not directly, then indirectly by opening fewer hours.
I'm going off grid solar whether or not they increase rates
I teach yoga. I don't have a studio or a place that I pay wapa for business purposes
My hours will most likely be cut to part time or worst case I could be laid off!!!
Raised rate to customers
It will hurt profits and will probably force us to increase costs of goods and services we provide

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I would have to raise my prices or cut back on some services.
Increasing rental rates, obviously, but that does not improve tourism. We have not seen a profit since the hurricanes and feel those coming to support the islands will drop off like they did after Marilyn. The island workers cannot afford this increase.
We will be moving to solar.
Increased cost for our services, in order to remain open. We may also consider staff reduction, and/or using alternative power source as solar.
N/A
Our business already takes extreme measures to reduce energy use. This threatens our business.
driving consumers and businesses to find alternative solutions like solar is what should take place, with incentives from the government. Figuring out old debt should not be our problem. moving forward, they should find more economical and sustainable energy...we live on an island with intense sun. it is incredible that we are not looking for better solutions. Increases in utilities will result in forcing to charge more to customers, indirectly. it becomes the cost of doing business, but if rents and utilities become unworkable, businesses will fail.
I may have to increase the price and maybe let go some employees.
Employees will suffer because we won't get needed raises.
We will downsize or close.
My agency will have cut backs.
Unknown
We are already in the midsts of installing solar panels which will reduce the total amount which we pay, therefore it will not provide WAPA with the desired outcome shall there be an increase.
I would have to raise my rates and I've done that so many times already! Enough is enough. Give the people a break for a change
I will have to absorb it, It cant be passed on the the customer at this point in summer and they cant afford another rate increase
We will consider all options up to and including terminating operations and exiting the market.
Will probably need to raise rents or force tenants to leave higher security deposits in case they do not pay us back for WAPA bills as stipulated in the lease.
I will have to close down my Airbnb. It would make no sense because no profit would be made.
It would have a negative effect as businesses are struggling to stay afloat by paying these large bills.
We will start a march and organize and file injunction on this
How you mean how will the business deal? What's our options? It's either pay or sit in the dark with no water. Businesses will have to change their prices to accommodate the rate increase which isn't fair to customers especially loyal customers. It makes no sense and the only one benefiting is the entity itself.
I don't have a business but I do live here and I worry about my electric bill as I'm never sure what I'm going to get.
IT WILL BE CLOSED DOWN!!!
n/a
Prices will increase adding to the consumer burden.
Less profit more money in someone's pocket

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We will increase costs to our customers.
We are already considering laying off an employee if it remains at the current rate.
Don't own a business.
We will have to raise our rates in order to pay for the utilities
24 hour generator. We can't afford the WAPA bill now let alone an increase.
We are already paying the over double the rates for any other state, giving an grossly incompetent organization more money won't fix the underlying issues.
I am a bookkeeper for a number of small businesses that already are paying a large % of their income to WAPA. Tourism has not recovered from the storms, there are now have large SBA loans to pay, the temporary rent reductions due to the storms are over, the Federal and Local unemployment comp rates have skyrocketed, and the constant outages by WAPA cause food spoilage and loss of business. Yet WAPA wants more money? These small businesses can only survive if they are managed well and are competitive - which means they perform well. WAPA can do anything they want, as bad as they want, and WAPA management continues to be paid extremely high salaries and not get fired. This is not fair.
We will likely have to scale back our business in order to keep our monthly electric costs the same and not see an increase in our monthly electric costs. I can definitely see that businesses will be forced to close.
see above
The rate increase will have minimal direct impact on my business. However, my business is dependent on the disposable income of my potential customers as the services I provide are not an absolute necessity. Our current WAPA rates are a major obstacle to outside investment in the USVI and allowing them to continue to rise may be an insurmountable challenge to the viability of the USVI economy.
Would consider closing down. I'm in business to o earn a living. If all I do is lose money by by having too much overhead (super high electric bills) there is no reason to continue.
I cannot speak to this question as I am not a decision maker.
Our business is processes incorporate minimal carbon footprint. As such, additional increase for utility cost will have to be absorbed by our customers.
N/A
An additional WAPA rate increase on top of the already outrageous and disproportionately expensive electrical utility expense of WAPA forces my business to delay or forego other maintenance and expansion plans and further erodes our ability to compete and survive.
We already have off as much lights as possible in the building now we will have to plug things out.
Not sure.
I'm looking into getting a generator or solar panels.
Passed onto consumers, unfortunately, of course.
I'll close.
Any additional costs cause us to make adjustments such as reduction in staff etc.
My business will not be affected as the refinery has a self contained power plant. We would never be foolish enough to do business with WAPA. We are the complete opposite of WAPA, as quality and ensuring it is our main business.
A WAPA rate increase will effect whether or not my clients are able to afford my services. I would expect a drop in transactions, particularly from other businesses (bars and restaurants in particular), but also from private individuals.

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I may have to spend more on promotion and add hours to my workweek in order to make up that difference.
We will likely suffer greatly to stay open.
Not sure. Those matters handled by more senior management.

If approved by the PSC, how will you deal with the WAPA rate increase in your personal life? Will this affect your spending habits? If so, how?

I will continue to look for ways to reduce electrical usage.
Same as above. Less to spend elsewhere.
Will go off the grid at home. Wapa will lose another customer.
I have solar at home so no impact there.
It won't.
I will have to cut my discretionary spending like travel, dining and entertainment.
I am already struggling to pay the electricity bill at this time. An increase will put a strain on my personal life and how I will be able to manage other bills.
Less money for groceries and gasoline.
Yes, of course! Everyone is going to have to raise their rates, curtailing our entertainment expenses (eating and drinking out, gas, specialty items, manicures, massages...etc).
It depends on the amount of increase.
struggling right now as it is and I am not sure what will happen. I have long stop going out to social events so that I save on expense.
will decrease my expendable income for eating out and other extra spending
Eventually rates will undoubtedly go up. I am gearing up to take my personal home off the grid so that I can avoid dependency on WAPA.
No affect on me personally but will impact those whom I care about. However, all the more reason to implement my economic development plan which will improve my business while improving the economics of USVI, businesses and the lives of consumers.
It won't affect my personal habits much except I will probably keep more lights off and use electronics with their batteries more.
I'll shut it down and move back to the upper 48. I'm literally done.
With a family of three and a baby on the way... We will be forced to do the majority of our shopping online instead of spending locally.
This will definitely affect my spending habits and my energy usage. To be honest I have thought of leaving island do to high cost of living.
Not spending habits, just use of electricity
Cut back in expenditures that are essential in very day living and make major sacrifices.
I'll have to cut back on something. Maybe going to the movies or eating out will be limited.
Will probably leave. It's not the only entity going south, fiscally.

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We would have to cut our food supply in order to survive.
Yes. It is already so high we do not use air conditioning; we limit showers, laundry and dishwasher use.
Additional increases to an already ridiculously high electric bill, combined with a cost of living that is absurd, is going to push families to the edge financially. We cannot continue to shoulder the burden of all of this. An additional increase in WAPA rates will now force us to forego family recreation, activities, dining out at local restaurants, entertainment, and the purchasing of clothing and necessities on island will come to an abrupt halt.
Won't be able to afford electricity. I already work 6 to 7 days a week and barely make ends meet. We have the most expensive electricity rates in the country, yet we experience sub-par service.
Yes, I will have to buffet accordingly. Limit the number of times I can go out to eat at local restaurants, decrease the number of activities I attend on island, and investing in more energy saving products.
Might be forced to cut back on usage. Definitely. More disposable income will go to pay WAPA.
I will no longer be able to afford to go out to eat 2-3 times a month, even though I am not going to expensive restaurants. I will be lucky to afford one time each month. With the higher costs of goods I will need to buy, higher power bill, and restraints raising prices, it will no longer be in the budget.
My average bill is less than \$100 so the impact would not be a burden for me but I am concerned for those who already cannot afford the cost of living here!!
Just pay if
We'll have to cut back on eating out.
My bill has doubled from the last 2 rate increases, which has caused my family reconsidering leaving the island.
I already am very thrifty with spending and am very conscious of consumption. But WAPA continues to estimate my bill so even though I try to conserve I still pay the same or more each month based on how many days they estimate. Even when I was on vacation for almost a month price did not decrease even though I know my consumption was lower If the rate increase passes I will definitely be cutting out items and services that I feel are more of a luxury than necessity
Cut back on socialization.
austerity at home. investment in solar to offset wapa needs
Eventually I will probably need to move off island. If I can't afford electricity I will go elsewhere.
While on the surface, the proposed increase does not appear a lot, over a 12 month time period, and potential increases in other goods due to WAPA increases, will keep multiplying. The bigger picture of all the consumer purchases an increase in WAPA fees would negatively impact is significantly larger. We all pay more for basic services, less will be spent in other, local, businesses.
I will deal with it but have to change budget
Increase in WAPA will result in increased cost of living which definitely affect spending habit.
We will go solar
We will have to reduce our usage and cut back on other spending to offset the higher WAPA bill. Install more solar and batteries to be less dependent on WAPA.
would need to cut back even more.
Will use more solar. Cut electric use severely.

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Absolutely - no extra spending for us - n movies or special splurges at the grocery for special treats. Already cut out eating out and good quality pet food and all treats.
I don't know. Maybe turn off the a/c. I already switched to a gas stove and dryer.
Definitely affect my spending habits even more.
It will affect everyone's spending habits and hurt a lot of businesses
We currently turn off appliances and unplug. We turn down our heater, plug out pumps and do everything possible now to keep the rates down.
Another silly question!! Bills must be paid. I guess I'll buy candles...unplug everything but the refrigerator, shower every other day, wash my clothing with my grandson's and flush the toilet twice a day.
I'm not frivolous with money as there's barely any left over after bills. There's no room to change my spending habits.
Definitely, I will probably look into getting solar at some point. I already use low wattage bulbs and will likely switch to DC fans.
Sure it will have a impact on personal spending. We have cut back on many stuff. It's getting almost impossible to cut anymore.
Already planning to go off grid
The increase will limit the amount of cash flow in the home possibly affecting the amount of food I buy for my family.
This will impact personal and professional life. Spending habits will have to be non-existent.
We will have less disposable income to spend.
I will go off-grid and generate my own solar power. I will have to do a DIY System as ProSolar System is too expensive, so my investment will not be returned into the local economy.
im alreddy paying the highest electric bills in my life, im retired my income dosent rise when they make bad descisions
Move
I already stopped putting up Christmas lights many years ago. I try to keep as little as possible on as it is.
It's already too much. I will probably have to move out to find a home with cheaper rent (probably impossible). Spending and budgeting habits are good right now but I will definitely be more limited if the rate is increased.
I will be putting in solar
I have net metering at home, after a \$30k investment to eliminate all WAPA charges.
Our business is barely back to making a profit. We bought 7 months before Maria. Two years later we are just finally digging out of that mess and beginning to get our heads above water. For the first 6 months of 2019, our WAPA bill at current rate eats up 9.3% of our total business income. We are not sure how much more we can give back to WAPA.
Turn off more lights at night
The small increase, combined with a reduced LEAC will have little to no impact.
i will spend less on non basics. some people will have to chose between food and electric
I worry more about the elderly on fix income
Well for my personal life the more money I have to pay for Electricity means that there would be less money for something that is just as important as light like maybe food. The prices of food has sky rocketed here in St. Croix. So yes it will affect my spending habits. More money from my pocket going out and not much coming means there will be a domino affect on all businesses meaning that people will decide to stay home rather than go out to eat etc.
We will be forced to seek additional alternatives. We already have solar. we are currently looking at increasing our solar production

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<p>We will likely switch to solar to avoid this and other future WAPA increases. I know others are considering doing the same, so at some point, there will be fewer users to bear the cost of WAPA increases.</p>
<p>It will affect mental health and spending habits. Basic necessities of life require some form of electricity. WAPA is akin to an evil dictator. Heartless and selfish, continued rape of a people.</p>
<p>Forced to expand off grid options as they now begin to make financial sense and ROI gets much shorter so worth doing - means more people off the grid situation gets worse for everyone that cannot afford alternatives</p>
<p>It will greatly impact my families monthly budget. It will decrease our savings, increase the hours we will need to not be using fans or AC this is extremely uncomfortable because I am pregnant and will soon have a newborn.</p>
<p>It is quite simple. On a fixed income, the more spent on WAPA, the less spent on other things. Every dollar increase is a dollar less saved or spent on the local economy.</p> <p>I will soon invest into a solar/battery system to break free from WAPA</p>
<p>We'll have less funds to spend at local businesses and may have to reconsider living on St. Croix. I love our island but I am worried that I'm making the wrong long term decision for myself and my family by living somewhere with such a high cost of living.</p>
<p>A rate increase will drastically affect my life. As a parent with children in college it is already difficult to manage my present bill. With my salary not increasing a higher WAPA bill will put me on the poverty line and I will not qualify for government assistance. We were promised lower electric bills, not higher. A thorough investigation needs to launch into WAPA's spending to determine where waste has and continues to occur.</p>
<p>Relocate</p>
<p>Family outings and home repairs will have to be cut.</p>
<p>The sad truth is that when costs like these increase here the income of most people does not increase therefore most workers will reduce their spending to accommodate the increase.</p> <p>The people who earn the least will be forced to suffer the most, reducing spending on food or medicine or other basics</p>
<p>Go off-grid.</p>
<p>I will begin to investigate going off-grid.</p>
<p>This will cause me to spend less here on the island and order more offline. I try to purchase all items locally. We will also not be able to eat out, as most places will have to raise their cost just to stay in business. This rate increase could be the downfall of the USVI.</p>
<p>Before the rate increase takes place, I will be converting my household to solar power.</p>
<p>As a private consumer I will utilize every effort to decrease my household electricity consumption. Therefore the rate increase will not give WAPA the benefits they are seeking.</p>
<p>I am currently doing net metering and if the prices of electricity go up I will take the necessary steps to go off the grid for the environment and so that I can reduce the cost of WAPA. Also, my entertainment expenses will be reduced which will effect businesses on island.</p>
<p>Im super energy conscious at home using ac only at night, turning off lights and looking for savings on every front.</p>
<p>It will drive me to stay home and eat at home. The Restaurants all increase prices to pass on. As well as SuperMarkets. It is a Devastating Ripple effect.</p>
<p>With how WAPA is going, a lot of people will be homeless or be living uncomfortably in the next 5 years. The increase will force me to utilize less of my equipment at home or relinquish other services.</p>
<p>We need power so we'll simply have to pay. We'll adjust our budget accordingly. We'll have less disposable income as a result</p>
<p>Less groceries. Less commuting.</p>

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This will absolutely affect our spending ! We will have less to spend on groceries and clothing. Our treat to go out to dinner would be eliminated
any increase in monthly utilities will mean a cut back in other areas, less meals out, less entertainment less buying clothes, furniture etc all which will affect local business as I shop locally as much as possible.
Significantly. I live on fixed income.
Resources allocated elsewhere will go to power costs. There is only so much you can do to further reduce consumption when we already do not use A/C, turn off lights and fans, use fans and not ceiling fans to use less power, line dry clothing, turned off hot water heaters, etc. I repeat, I cannot see any positive effects of a rate increase on my family because what happens in the community will ripple effect to my doorstep one way or another, yours too. As a never satisfied WAPA financial appetite takes more resources from the community, less can be spent in the community elsewhere. I was told long ago every dollar spent will turn over 7 times in a community and keeps jobs intact and helps increase tax revenues as a ripple effect. Whatever the rate increase will generate for WAPA, multiple it by 7 and that is what it will cost the community as a whole including our struggling small businesses in my opinion just for WAPA to get another raise and reward to mismanage resources again.
Spend less on other aspects of life to be able to pay wapa. We already use bare minimum fans and refrigerator and Bill still 160 a month. Their inefficient practice and poor choices are killing the people.
Close business 1-2 days a week.
X
I will definitely have to spend less
It will most certainly affect my spending habits. I will have to cut from somewhere else, which in turn lowers my monetary contribution to local businesses.
Are you seriously asking these questions????? I have no medical insurance!!! So I play doctor and self diagnose/medicate myself. I can't afford to insure my house and can no longer apply for assistance if another disaster hits my island!!!
I would spend less on eating out, less on other local entertainment businesses
As the rates get crazy, I will get off the grid with Solar. As people get off the grid it only makes the situation worse.
Cut backs all around.
I won't send money to non-profits or come down as often.
We will reduce our consumption and install solar and power walls.
The possibility of relocating off-island will become a possibility, if not, probability. There will be less monies available for extracurricular activities which will have a snowball effect on the economy.
We will be more conservative on our energy usage and we are switching to solar.
If we could afford to go off grid, we would. Instead, we will have to strongly consider moving.
We have solar for 95% of our household needs. If we were still using WAPA 100%, it would greatly impair our expendable income! Currently, through savings on energy, we can go out to eat several times a month. If we were paying for electric at these high rates, despite our own diligence in energy saving practices (LED lights, conserve usage, etc) we wouldn't be supporting these local restaurants, which in turn will hurt them and the island economy...it will also continue to snowball... businesses rates go up, they need to charge more for their goods and services to make up the deficit, which in turn will reduce clients from coming and using them...thus, the fail of many restaurants or businesses as a result.
It will affect my personal life. I wont be able to spend money because we have to pay WAPA.
Like many others in the VI, I live paycheck to paycheck. I will have to cut out even more necessities.
Depending on the long-term impact, move back to the states taking all of my spending power with me

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Being that WAPA is the only utility company on island, I have no choice but to pay for services given by them. Sometimes I go without my medication/ Dr. visits just to be able to pay WAPA.
It will cause undue hardship and may force us to consider relocation. Life is just cheaper elsewhere. It is getting to the point you cant afford to live here.
Yes! Because more for WAPA and less for me, if I want to stay CONNECTED.
Maybe I buy less food?!
It does make all of us have to make changes in our lifestyle. When you have to decide how to cook cause it costs so much to run electric oven or you can't afford to run your ac in the hottest months of the year to get a good night rest, just isn't worth it! I'll move stateside
My WAPA bill was increased by nearly 10% last month with a charge for generator rental. An additional rate increase will definitely result in less money spent at local businesses.
Ive already cut cable/sattelite tv as a utility and I don't eat out as much
What choice do we have but to pay the extortion from our limited resources or live in darkness.
We will consume less. Buy more efficient appliances and use wisely. Solar panels are not an option in our HOA community unless a large installation was approved for all to tap into.
It is already affecting my spending habits. I am unable to put on my ac and the heat is horrible. We need to take a stand like the people of Puerto Rico. We need to boycott this situation.
I would have one more bar of stress level added to me, as a Combat veteran dealing with WAPA has become very stressful. It would affect my spending habits because I now have to spend more on WAPA and less on something else.
We will rally the people and do like P.R.
Switch to solar. The large investment will be more worth my money and my time. Of course an increase will affect spending habits. Currently ppl are at their wits end. The last stretch before the rubber band busts if you will!
I will have to make sacrifices on bills and groceries as I have to make sure I have enough money for electricity.
I could barely manage the payments now!! In working 2 jobs!! NO ONE SHOULD BE LIVING LIKE THIS!!
I am thankfully not living paycheck to paycheck so I can make do, however, vacations and home improvements will be affected by having to pay more every month.
Probably think about solar and ditch WAPA all together.
I will have less discretionary income to put back into the local economy
Another way SOLAR Off grid living
We are contemplating moving off island.
We cut down on energy use and don't go out spending money in the community. WAPA prices are just above general government corruption/ignorance in our talks of leaving the island permanently.
Seriously look into solar. Rate payers cannot be the only means of fixing wapa.
Yes it affects my household. Less money for food and other necessities.
We already conserve as much electricity as possible.
I will be switching to off grid solar because I will not continue to pay an incompetent mismanaged power company excessive rates and have wholesale blackouts.

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Absolutely it will affect my purchases, by requiring less spending at shops, restaurants and adventures. When you have to pay so much extra for basic necessities on a fixed income, it leaves less and less for pleasure spending, which in turn hurts those businesses, some of whom will have to employ less people, offer less variety, or worse yet, close their doors! That in turn hurts the entire area because of loss of tourism, loss of new businesses and homeowners!
It may be time to go off the grid for my home.
Our household will have less money to spend on goods and services on island. Therefore business owners will make less money from our household than in the past.
I am fortunate to be financially comfortable so any rate increase will have minimal effect on my day to day personal life. But I want my business and the USVI to prosper and if I ever decide to sell my home I would like for there to be a healthy real estate market. Increasing WAPA rates will not help these goals.
Possible move off island. Small house and already doing as much as possible to cut down on energy consumption.
Yes, of course! If I do t have any extra money after paying my bills, I cannot support other local business on island either!
I would likely source alternative power options ... I do not believe my personal consumption is excessive.
Personally, we will highly consider adopting solar technology.
Reduced spending, impacts on personal savings (quality of life)... already investigating going off-grid solar, this increase would force that path (further impacting WAPAs base)
Less spending available since on fixed budget/income.
Would need another job however that will affect my comfort level simultaneously.
Sure. We would have to pay WAPA more and cut something else. Groceries, and all services would cost more. The increase cost will be passed down to the consumer.
Have to make continued adaptations to accommodate wapa.
I plan to begin building a solar system within the year with the objective of getting off the WAPA grid, fully, within the next two years.
I'll leave the island.
Looking into Solar.
I will continue to have to utilize as much public financial support as I can, I will spend even less in the community, I limit shopping to food and clothes only. I also will continue my long term goal of getting the hell out of the Virgin Islands as it is in its totality a financially and educationally repressive place to be unfortunate enough to be raising a family in.
My spending habits are already quite low due to the normal expenses of island living, but they will have to go lower if my WAPA bill increases. They will go lower if I see a drop in transactions. This will mostly be a cut in visits to local eateries and shops where I typically try to buy.
Less disposable income=more work to make ends meet.
Reducing personal expenditures such as eating out.

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Do you think the Government of the Virgin Islands should decrease some Territorial fees in order to alleviate the financial impact of an increase in WAPA; such as gross receipts, property taxes, licensing fees, inspection fees?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			90	46.8 %
No			72	37.5 %
Other			17	8.8 %
No Response(s)			13	6.7 %
Totals	192	100%	Totals	192
				100%

“Other Responses”
Reduce sin tax
Increase collections
Not sure
If that is the only way.
Or pay their bills
do not increase wapa instead
Govt needs to sell wapa or allow competition.
See below
Decrease other dept. admin staff
They need better accountability
Yes/No
Detailed Info Needed
Not sure
Business License
If the Government would pay its electric bills this would help.
Uncertain

Comments:

Lower gross receipts Increase 225,000 deduction level to 500,000
Every business has to pay those. Sell WAPA and privatize it just like they did telephone
Unfortunately, if the pending Excise Tax case is not settled in the government's favor, a Sales Tax will likely be implemented that will be even more of a burden than the Excise Tax.
They should reduce spending instead.
It'all about corruption, right?

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Maybe property taxes. But gross receipts - I think some business would still raise the rate and then just say it was due to WAPA. I don't think it would trickle down the buyer. Business licensing and inspection fees - those people need a paycheck. How will they get paid if that's reduced significantly?
Fix WAPA vs. putting a bandaid on it or transferring the expenses elsewhere.
This makes sense especially when knowing the economy will improve with new technology and support from intellectual capital from the US Business community.
This should be done for all businesses that pay on time and pay honestly. There should be a reward for being honest!
The VI Government has their own share of problems. The issue should addressed on a federal level and solicitations should be made to private sector competition.
They can't afford to decrease these without getting in more serious trouble financially.
WAPA should decrease their rates
Until the VI Govt pays WAPA the monies due, we residents should NOT be expected to pay taxes, etc.
I think the government should keep their own accounts current and figure out who is misusing funds at WAPA. Obviously the current status quo is not working.
The government needs to pay WAPA what it owes WAPA!!
Definitely in Gross Receipts which is the demise of mist businesses. On a personal level a decrease in property tax and licensing fees for vehicles
WAPA needs to take responsibility for their own increases. Other areas of the islands shouldn't have to lose money due to WAPA.
WAPA needs to get it under control and revise their business strategies .
WAPA should not be allowed a fee increase.
VIG should have serious investigation of WAPA operation to adjust management
The money from the other departments should stay within that division. For example, vehicle inspections fees should go towards road improvements.
While I would love to see a decrease in fees/taxes, the government can't pay its bill with the money it has coming in now. This would only backfire.
yes, wapa increase is just another tax.
Not for bailing out WAPA. Need to correct the underlying cause not throw temporary fixes
The government should pay their bills or go without AC. I would love to use AC but cannot afford to do so with all the increases.
Property taxes deserve to be waived especially for middle to low income families that are struggling already.
If the rumours are true that the government doesnt pay electric bills then we should receive a break on government fees
Rob Peter to pay Paul? No, we need Govt to pay its WAPA bills, not become more cash poor.
A portion of property tax is to pay streetlights. Property tax should be increased to cover the increased cost of electricity.
the gvi should simply pay it bills all of its bills on time
Yes, but as they too are mismanaged and seemingly corrupt, I doubt this will happen.
I think the government should give us our back pay/retro monies so we can install solar.

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Decreasing other fees is simply a government subsidy for ratepayers. Lots of people keep fantasizing about privatizing WAPA and fantasizing that this would mean lower rates. A private utility would not get the government to subsidize rates.
so then that would mean the government wont be able to pay even more bills?? they already cant give out the tax refunds from 2016
Well, it would be great if the government can alleviate some of the burden on the consumers for the mere fact that the government not paying the bill may have been the cause of our/consumers increase. However we also need to keep in mind any changes made even to assist us in our need will also affect what those fees and taxes are meant for.
These fees are already incredibly high making it very difficult for small businesses. If the small businesses can't survive then the entire economy is gravely affected
Should decrease regardless. Stop raping the constituents
Reduce the size of government some more still way too many people getting paid in multiple agencies that are inefficient.
Wapa rates must be under control. Reducing the above will only benefit business owners. it is only a short term solution that does not address WAPA dysfunction and does not bring any relief to customers.
Thats too simple of a plan, we need a financial manager for the territory to straighten out the mess we're in. Our own Gov't is not up to the job.
I think they should release WAPA from the government and seek a private company that knows what it is doing and sell it to them. Use the money from the sale to repay all outstanding balances. State of emergency should be a last resort but if that is what is done then a private audit company should be in charge of the funds (from the mainland) to ensure all proceeds are used correctly
reduce Gross Reciept Taxes. That would offset WAPA increase.
If the government can pay their bills like everyone else WAPA may not need to continuously increase their bill rates.
No more Government bail outs Where is the money they have been given?
Greetings
The Government here seems to think that more fees and more taxes and more fines and more penalties is the road to prosperity. It is not. It is the road to business saying I can do this elsewhere with less effort and earn more. I can close my doors, let all these jobs go and do something else to take care of only my family for a lot less stress and time expended. Businesses simply CANNOT operate at a deficit and survive. Only Government can do that.
I don't feel I know enough about this to make a certain educated decision.
SMH
The government should pay their damn bill!!!! If they can't pay it, stop using AC. Open the damn windows. Do what us consumers are doing to make ends meet!!!
Hire efficient employees and not just bodies to fill excess seats in all govt admin depts.
We have to do something. The cost to do business in the territory is crazy. We see it in the prices we pay for goods and services
Look moving money doesn't solve any problems. We need to use technology and proven efficiencies to reduce carbon footprint and reduce costs.
The Gov of VI should not subsidize the utility.
It's a give and take. The issue is the consistency of the Government towards businesses as it pertains to Gross Receipts. Some businesses financial operating process precludes the Government from collecting it's fair share. The fees for licensing and inspection are paid, but it takes an extraordinary time to receive the certification. With

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the different department to go thru for approval, streamlining the process is imperative!
Again, updates are needed for more efficient energy. Also getting someone on the board who can make educated decisions and know where their money is going.
The Government should be evaluating their fiscal model and considering where the burden for financing the public government is truly falling.
What the government need to do is pay their WAPA bills on time like every one else.
Plus some more TAXES, But you cannot get your TAX RETURN from the VI Government.
No, I think the government should pay there bills as we all have to and not move Your debt to the people to make up for your responsibilities
gross receipt for businesses should be lowered to 4% bundle the business inspiration fees and offer a discount if business is renewed online.
Decrease property taxes and reassess properties.
I need to know what are these additonal fees on my cable bill etc. Every month some surcharge is being added and we do not know what the hell is going on with these charges.
The more money the Government of the United states Virgin Islands make the more they squander, they need to start paying there bill like every law abiding citizens.
Sure, but I feel like wapa is much more over priced and that will make but a tiny difference
I'll have to see a detailed plan to answer that
The Government needs to pay their fair share and in doing so they need the funds that they collect. Also, not everyone pays those sorts of fees so it will not affect them.
ABSOLUTELY
Make everyone else perform work so WAPA doesn't have to? Would you please use the 5 Why approach to finding the root cause of WAPA's problems instead of knee jerk reactions and settling on the first why?
No, WAPA needs to manage their company better
Fix WAPA
WAPA's management needs to change or be privatized. It needs to be audited by an outside accounting top tier accounting firm.
I'd rather see WAPA held to better standards than affect the government income, but if they won't do that, reduced from are a way to sustain the economy
I think the VI Government should pay what they owe WAPA and prevent WAPA from increasing their rates
I think wapa should address their financial situation and collect from agencies owing them. Is wapa anticipating the additional funds to be received after the refinery starts. Certainly the influx of new residents will increase the wapa monies received and needs to be taken into account.
I would like to hope that the local government would act on behalf of the hard working people, most of us still recovering from lmaria, and intervene To encourage an alternative plan
Without knowledge of those costs I cannot speak to whether or not the impact would be beneficial enough to WAPA nor do I know what negative impact that could have on the VI as a whole.
Decreasing Territorial fears should not be an offset, but rather BOTH the prevention of this WAPA rate increase AND the reduction of Territorial fees should be the focus of the VIG...the ratepayer/taxpayer should not be viewed as an open pocketbook that allows these entities to ignore the systemic mismanagement and abuses by VIG

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officials and departments...
Forming an LLC on STX is ridiculously cumbersome & expensive. Too much inspection & fees at front-end just to get Business License to open a commercial Bank Account. Consequently, many businesses just operate in the underground economy!
VI government already in a hole they can't seem to dig themselves out of and are surviving off the citizens past due tax refunds.
USVI peeps should not be penalized for WAPA's lack of trading, motivation and creative thinking. Also who's going to cover the \$2million loss for that stupid email scam, for example.
The fact that the VI Government doesn't pay its bills is in effect a hidden tax on those who do pay because the payers must absorb this theft
The VI government should call the feds, and THEY SHOULD AUDIT THEMSELVES AND WAPA.
I think mixing and matching fees is convoluted, and a way of paying for something while appearing to pay for something else, to appease people and quell outcry. The other fees are in place for their own reason and should be treated as independent of the issue with WAPA. Removing revenue from the gov't in other areas ultimately contributes to THIS problem - where the gov't cannot pay their WAPA bills.... and we are expected to bail them out.
Uncertain as it may hurt other budgets. We do need Federal assistance.

Do you think our local Government should declare a state of emergency and seek federal assistance for our power issues?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			112	58.3 %
No			66	34.3 %
No Response(s)			14	7.2 %
Totals			192	100%

Do you think the WAPA audit should be made public?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			188	97.9 %
No			0	0.0 %
No Response(s)			4	2.0 %
Totals			192	100%

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How likely are you to attend a Town Hall meeting to discuss WAPA service, rate increases and to propose solutions?





Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			59	30.7 %
Somewhat likely			62	32.2 %
Neutral			33	17.1 %
Somewhat unlikely			7	3.6 %
Very unlikely			26	13.5 %
No Response(s)			5	2.6 %
Totals			192	100%

Too busy working at my business because I can't afford to hire anyone new because of high WAPA rates.
My presence won't make a difference and my time as a small business owner is very precious. I would rather spend time with my customers.
It would depend on date and time.
If I have time off from work and I'm not too exhausted.
These meetings seem to happen and I have no real notice. Then again, it doesn't matter what we say - WAPA does what it wants.
Unfortunately, while we own a business I still live off island most of the year. If I was on island full time I certainly would attend every meeting. If a meeting happens to be scheduled while I was there (we get there quarterly), yes I would be sure to attend.
If Puerto Rico taught us anything, we are more powerful together!
Nothing new to talk about it has all been said and ignored a million times
If virtual participation is possible then I would consider attending.
Need some arrests made mishandling of public funds.
There is no point in wasting my valuable time here at another meeting or two, or three, or having on each island, etc.. or your time unless you have nothing to do with your time of any worth. Not a dime should be spent to hold them, another ongoing waste of someone or multiple someone's getting paid to travel, eat, sit and basically do nothing but nod and speak now and then, then go home. Words, committees, media releases and public meetings are popular distractions. Action needed is absent.
If nothing changes nothing changes. Wapa needs to go away completely for anything to get better.
As long as it doesn't interfere with my work schedule. Gotta work tonpay WAPA.
They only hear what they want to hear!!!
They will just ignore whatever is said in the town meeting. They already know people are mad but have done little to fix problems
Given enough notice in all media circles.
I would love to if I as there. Please make live online. You have the technology to be open.
Government does not want to change course.
If I am on island. Unfortunately, I have some pending medical issues that must be dealt with in the states (yet another subject that the island needs to deal with!!! Better health care!)
Not much to SAY!

JULY 2019 ST CROIX CHAMBER OF COMMERCE WAPA SURVEY

I have to work. (To pay my WAPA)
family life comes first but if I have time I would attend
We are off the island or St Croix until November.
Just keep on in both town and I will attend the one in the West.
I feel like the ppls opinions don't matter to be honest
I have to work. (To pay my WAPA)
family life comes first but if I have time I would attend
We are off the island or St Croix until November.
Just keep on in both town and I will attend the one in the West.
I feel like the ppls opinions don't matter to be honest
Most of the town hall meetings take place when I work but I will share there time and location as much as I can so people who have the time can make it.
Depends on date & time because I am a single parent.
I live on St. Thomas
Locals here are incapable of meeting without blaming and accusing. Nothing meaningful or productive will come from giving everyone on the island a chance to hear themselves talk.
I would come to show support of processed solutions, but I'm not smart enough to offer some myself, other than my statement earlier about transparency and better management.
If hold town hall make sure it is on-line with ability for listening audience to call in.
Seems like an impossible situation.
What's the point? WAPA gonna do what WAPA gonna do. I plan to spend my time cutting WAPA loose. Frankly, they can go screw themselves. WAPA is on a crash and burn trajectory. It sucks that so many peeps have been hurt and are about to hurt a whole lot more.
Can't leave work if it's on a workday.
It depends on how it will be conducted - town hall meetings are largely unproductive, although I know they are necessary for our community.

How would you rate your overall level of satisfaction with WAPA?

Answer	0%	100%	Number of Response(s)	Response Ratio
Highly satisfied			3	1.5 %
Somewhat satisfied			14	7.2 %
Neutral			27	14.0 %
Somewhat dissatisfied			53	27.6 %
Highly dissatisfied			91	47.3 %
No Response(s)			4	2.0 %
Totals			192	100%

JULY 2019 ST CROIX CHAMBER OF COMMERCE WAPA SURVEY

How do you rate the following attributes in regards to WAPA?

1 = Well Below Average, 2 = Below Average, 3 = Average, 4 = Above Average, 5 = Well Above Average

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Customer service experience						183	2.2
On-time delivery of service						185	2.3
Professionalism						182	2.3
Purchase experience						173	2.2
Quality of service						183	1.8
Understanding of customers' needs						182	1.7

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Customer service on St. Croix is hampered because all info is on St. Thomas
WAPA = worst public utility under the US Flag.
It's all about corruption, right?
No comment - not living there
For the amount we pay for WAPA, it's completely UNACCEPTABLE to lose power as frequently as we do.
I would like to state that the above ratings are for the office staff and company in general. The lineman, who have had to come out a few times over the years, have been fantastic!! Friendly, polite, on time, stay till it is fixed! Nothing but respect for the line crews.
Line people have always been terrific
the line personnel are great
109 days wo Power in town after Maria because no One would communicate w us - was it our westhethheads? We never knew.
Re: customer service - upper management was like pulling teeth to get call backs, answers to questions. But the reps I dealt with in person setting up our new account we very helpful and understanding.
whenever we have had an abnormal situation, they have taken care of it in record time. but normal power outages are a different matter-no one answers the phone, ever
The service is generally good; however, the rates are too high.
they are trying and I was impressed with the response after Maria
I really like many of the WAPA employees that I've interacted with but their systems and procedures are inefficient and outdated. To start a new account you have to go in person with photo id, copy of your deed and other documents. For my house in the states I can call and have it turned on over the phone in five minutes.
My business made a payment Nov 2018 which WAPA applied to the wrong acct. We have showed them the bank statement and the cancelled check. We were told this would be corrected within a couple of weeks. It is now July 2019 and no correction has been done, and they continue to send late notices for their mistake.
They still have my name spelled incorrectly on my bill, although I have attempted to have them change it multiple times.
WAPA is broken. many years of dysfunctional service, its a disgrace that the elected officials do nothing to solve it as business close and the economy shrinks

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I always support wapa personnel. they work very hard and always come quickly when there is a problem in my experience. HOWEVER there is dead wood at the top of this organization and much is badly organized on the top level.
How happy can employees be being berated, yelled at, crying people begging to leave power on hour after hour day after day that must work on the front lines? Those behind closed doors not on the customer service floor are insulated from all of that reality.
This has nothing to do with the rates!!! The employees themselves are miserable, I would be too if I had to deal with pissed off customers!
Its one of the worst electricity companies in the world. Highest rates and terrible reliability
Service has improved considerably in the last 50 years. I hope more money (if approved) makes WAPA lazy.
Cheap reliable power is the only thing we need.
I've had wapa in my name for 2 months and still have not received an invoice
We need another electricity company. WAPA is holding the residents hostage.
Not much to say.
The guys in the field and ladies on the phones are wonderful. It's the management that lacks. Remember the "scam" that lost millions? Something is wrong.
I haven't had to deal with them or their mistakes in years, so thats good
All of my interactions with the staff are positive but delivery is terrible, outages are common, I have equipment that doesn't function properly 6 months after I purchased them because of on and off power interruptions.
Our experiences one on one with WAPA employees has been good. Quality of the "product" is poor.
Our customer service needs training. It takes months to get a refund from these agencies however, in just a pressing of a button, they will cut off your services.
I requested an Audit of my water bill a several months ago, up to now I have not received any correspondence on the audit request. My husband went online to pay only to see that they owed us \$109.65 following month we received the same exact bill that we requested an audit for.
The front liners at WAPA are not bad at all; it's the executives/ directors that are making decisions that are inhumane.
The frontline reps and field staff are amazing but management is an unmitigated disaster.
The lady on stj needs a guard so nobody will try and kill her, she does not have a clue as to what she is doing, the bills are never posted.
Power is consistently out.
Customers needs are simply to provide electricity without interruption for a reasonable price. That's literally all you have to do and it is never a priority. If they sold excuses then business would be great.
Customer service at the St John office is now excellent!!
Every aspect in dealing with WAPA is horrible. Calling their customer service 9 times out of 10 you can't get through and get hung up on. If you do manage to get in the queue you wait for 45-1h to speak with someone who accidentally hangs up on you. The only positive I have with them is you can FINALLY do auto bill pay. Welcome to the 1990's WAPA...

JULY 2019 ST CROIX CHAMBER OF COMMERCE WAPA SURVEY

WAPA routinely estimated bills rather than read the meters. This can occur at any time but almost always occurs at the end of the VI Government fiscal years when cash flow is a problem - August and September. They routinely estimate at double or triple the normal usage, generating a cash inflow. I have one business client who normally pays \$2000/month - he received a one month bill for \$11,000! In spite of pictures of his meter reading far less than what the bills shows, they refuse to fix it.
The wait to speak to a customer service representative is too long. They are helpful once you get in to see them.
There are several components- I've Always been impressed with the service from linemen, and I've occasional good customer service from the billing department (ranging from good to crap)... but consistency of actual electrical service (while improved from years past) is still inconsistent and poor based on the current rate structure, never mind a rate increase!
The alerts and Facebook communications are somewhat of an improvement. Usually don't have to deal with their customer service. Outages are ridiculous and too frequent and damage a multitude of appliance that then incur additional expense on top of the inconvenience the power outages cause as well as the additional charges we have to pay out of pocket. Sorry for the long run on sentence.
They make it very difficult to apply for new accounts. Only turn on new accounts on fridays. That is ridiculous.
WAPA be like, we know we suck, but what we gonna do?
Absolutely the rudest customer service every single time I call. I need them to check my meter because my bills have tripled and can't get anyone to do anything. Have taken pictures of the meter over several weeks. Still no help. It's like this is your 2800 power bill for the month and you just have to pay it no questions asked.
The worst I have ever seen

What suggestions, if any, do you have for improving WAPA service?

Privatize
Move immediately to drafting and pushing solar and wind plans.
Clean house internally
They need to take a course on how they do business in the mainland.
WAPA NEEDS TO REMOVE THE "NOT FORWARDING SERVICE" FROM ITS BILL'S SO THAT POSTAL CUSTOMERS CAN HAVE THEIR BILLS FORWARDED TO THEIR TEMPORARY DOMICILE FOR HEALTH REASONS OR AFTER STORMS. IF A BILL IS RETURNED TO WAPA IT IS RETURNED TO ST. THOMAS AND WAPA ON ST. CROIX HAVEN'T A CLUE OF SUCH OCCURENCES AND THAT CAUSES UNNECESSARY DISCONNECTIONS, UNNECESSARY PERSONAL ANGER AND A WHOLE HEAP OF CHUPSING
The government does not have sufficient financial resources or expertise to manage the utility and it should therefore be sold to the private sector.
Make the government pay them.
Make it not about corruption!
needs to be totally reformed and revamped to provide a more efficient, reliable, and cheaper power system. OR they need to allow businesses and individuals to use more generators as it would be a fraction of the cost, more than 50% less based upon my calculations
Find some personnel that enjoy working for the people that pay their salaries
Sell it to a responsible Agency who will operate it as a business and not a Government play house.

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Shift to solar, wind, and water power. We have an abundance of sun, sea, and air, why are they forcing us to use wasteful and antiquated forms of energy?
Alternative energy use it more
Maintain the plant as opposed to just fixing what is broken, advanced scheduling of service interruptions where possible.
Privatize
It needs to be managed by people who know what they are doing.
Don't threaten customers with brown outs
Bring a new leader...
Privatize and allow for another utility company to come into the Territory to provide competitive rates.
They need to clean house of the top tiers of management and replace with people who know how to manage money (and not steal it).
Sell it to the private sector.
Please find a solution for the power outages that are not storm related. Find a solution to STORM related power outages.
As I stated above the utilization of natural resources
Force the government offices to pay their fair share of their electric bills or shut them off as you would any other consumer for non payment
Staff needs to be much more polite and knowledgeable. The process for getting electricity, transferring electricity to a new residency needs to be streamlined, and brought up to the 21st century. The practice of requiring a load sheet for a business is ridiculous and the exorbitant deposits collected have been known not to be repaid, let alone the interest promised to the customer per the WAPA contract.
Better training for office people, and more Supervisor s to go from site to site all day long! Some of the guys just sit in their trucks under trees!
Investigate the company's operation.
Sell WAPA to a private business and get it out of government control.
Bring in people who have the skills needed to operate the business instead of hiring friends of friends and hope you can train them.
Sell to a private utility company that knows what they are doing and are not completely corrupt.
Modify the net metering to be not 1-for-1, then open it back up. Buy electricity back from residents/businesses with solar for less than it can be used for to their customers. win-win for the customers and WAPA.
Stop trying to reinvent the wheel, see what other utility companies are doing.
Privitazation of power to an experienced and highly rated vendor under strict regulations and oversight
Privatize!
More solar power.
More honesty /transparency in their operations
Purchase versus renting
Clean and alternative energy should be a priority

JULY 2019 ST CROIX CHAMBER OF COMMERCE WAPA SURVEY

Find the over 2 million dollars, fire overpaid consultants, buy new equipment.
They should cut off any government entity that does not pay their bill, with the exception of the hospital.
Fire everyone above supervisor level
*Hospitality Refresher Training *Cultural Diversity Awareness Training *Institute solar and other natural energy generation resources to increase cleaner energy sources *Bulk purchases of solar water heaters and related resources for customers to secure at wholesale rates to lessen energy expenses
based management and middle management salaries on performance, shut down gov non essential department that do not pay there bill
Communicate!
Privatization!!!!
investigate going solar and renewable sources
Transparency, better run, getting rid of dead wood in administration,
The ladies in the WAPA office are lazy, rude and ill equipp to perform their job.
Getting in professional management instead of the usual political cronies. Accepting rate increases as necessary to improve service.
im not sure why the power cant seem to stay on even in a little rain. or wind. or sun. i dont know of anywhere else where the power is as faulty as this. im not versed in power so i cant answer how this can be fixed or improved.
Privatization
not sure. Will probably have to look at other electric companies in the Caribbean and find out if they are not in the same situation as the Virgin Islands what are they doing that we can learn from or maybe implement for our Electric system to work better for all consumers.
Get professionals to run the business at every level. Fire those that do not meet minimum standards. Require the government and other delinquent users to pay their outstanding bills!
Solar. People placed in position that actually care about the people and know what they are doing.
Can we not get the feds to build us a new more efficient power plant on the south shore?
Billing is inefficient, computer systems are outdated.
The management is top heavy. All these brand new vehicles that are wrecked because of their employees negligence for the most part. Clean up the top and everything else will follow.
Privatization, done with total transparency. Don't allow the usual VI corruption to infect the process.
Start taking customer complaints seriously. If the complaint is not taken care of within 48 hours (if possible) start holding people accountable for their actions. If people are playing on their computers (which should not be allowed in a Government entity) write them up. 3 write ups then terminate. There are too many people here that are looking for work and would be happy to have a job helping others.
WAPA management and the owner should take salary cuts to assist in the increase. Have better training offered to employees at WAPA.

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public private structure of full privatization like ouerto Rico is doing
WAPA should privatize and sell to a company from the states which will bring modernazation to the Power Company and Island.
Going underground is the best solution.
obtain competent management
more spent on maintenance and less on problem solving after each rain shower.
Improve the distribution system Invest in renewable energy Pay employees more Improve employees customer service skills Provide a welcoming environment for consumers
At one time I wondered why we did not seek out and hire a successful electrical co-op management team to do the hard stuff and get the whole mess away from any government issues and make us part owners. These are sustainable successful models stateside. It would mean firings, accountability, Gov offices would need to pay up or get turned off, no more business as usual. That process would be painful and in time successful. Therefore, it would be avoided at all costs to remain in the current configuration.
Get rid of it.
LMAO I have driven around the island watching the HS working hard and getting the job done, while our WAPA people hold sign directing traffic. And not even that can they do safely!!! Most time the WAPA employee jumps out the bush when a car is upon them, to quickly try and stop them and then radio to see if the coast is clear! WAPA needs a complete overhaul and training! The more I think about this survey, I realized that this will have no effect. The rates will increase! Fees will go up and more people will be leaving. Me being one of them!!!
Federal Bailout, privatize WAPA or let Limetree take over the power generation
Collection service to all governments on a monthly basis just like residential. With shut off notices or in person collection agent monthly.
Update their system utilizing more efficient energy. Purchase generators that can accommodate the amount of power needed, for example more people are switching to solar so multiple small generators vs. two large ones. Track where their money is being spent and better estimate the cost of projects.
Sell it and get other sources of power here. Other countries and islands are doing it.
A management Rehaul with qualified individuals and customer service training
Bury those cables underground
Get your act together.
Not MUCH to SAY.
Privatize
listen to your customers. (fans) it is your base customers that support you. they can go to solar, wind or generator and then Wapa doesn't have a customer
Privatize.

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<p>I strongly believe that a comprehensive studies should be done as to how the other neighboring islands are handling their Electrical Services. They are not crying like we are. We do not need to reinvent the wheel. We have a lot of effective system within the Caribbean. Come on people. However, as long as someone is getting paid underhand, this dilemma will continue. God is not sleeping and these greedy folks will pay. The mishandling of funds for personal use needs to stop and everyone involved should be exposed and pay.</p>
<p>The people of these beautiful Virgin Islands need to start holding them more accountable for their actions. WAPA have the highest rates in the nation, we the people need to demand more cleaner and affordable water because it is our government duty to provide clean and affordable water to its people. Second, those rude and untrained representatives needs to be trained in customer service, third, it is WAPA's duty to improve service for the customers without taking from poor people, they should look at those huge salaries paid to CEO, contracts given to friends and family, purchasing useless equipment and all the other poor business decisions they have been making.</p>
<p>Sell/Lease WAPA to private company , get more energy providers in territory</p>
<p>Find out what is happening to that money that is missing. Make WAPA responsible for its own actions and stop them from taking it out on us.</p>
<ol style="list-style-type: none"> 1. CLEAN HOUSE & PUT IN QUALIFIED PEOPLE!! 2. Thoroughly research better options.... THOROUGHLY!!! 3. Keep updated on trainings
<p>Bring in a competing vendor</p>
<p>Training Training Training and then more Training</p> <p>And then more training for customer service</p>
<p>Remove and replace leadership.</p>
<p>Seriously? Ask for help. Islanders can't get the job done like the rest of the world so stop trying to reinvent the wheel and ask for help already.</p>
<p>Maintenance must be figured into the cost and success of distribution of power. Create mini grids within each district. Actually diversify the power grid.</p>
<p>Privatize.</p>
<p>Full audit from a top tier accounting firm. If the PSC is legally able (or via a state of emergency) demand wholesale executive management overhaul.</p>
<p>Like most gov't agencies here, wapa needs to get rid of dead weight and make processes more efficient. (especially the customer service) Office personnel can be less than helpful.</p> <p>I do believe electric service is more reliable than 15+ years ago. Perhaps the utility company should be privately owned and not gov't owned.</p> <p>wapa should increase the supply from solar and perhaps look into wind generation.</p>
<p>Separate from the government and try to model operations more like a typical stateside electrical utility.</p>
<p>Stop the corruption!!!</p>
<p>None at this time</p>
<p>Grid enhancement, system upgrades (allowing further integration of renewables), more preventative maintenance, demanding better customer service.... of course the bulk of this depends on improved management, and even more critically on the VIG paying their bills....</p>
<p>Use to say solar power but we saw how well that didn't work out.</p>
<p>Full revamp. Launching of minigrids</p>

JULY 2019 ST CROIX CHAMBER OF COMMERCE WAPA SURVEY




WAPA should offer low-interest financing for residential solar systems for qualified buyers.
Privatize it.
Customer service training! Be helpful! More forthcoming on issues when they arise.
It needs to be sold to a company that can run it professionally and make sure it is built on checks and balance system.
Force the immediate termination of the entire administrative staff, indite them if possible, hire a comprehensive technical investigation firm, NOT LOCALS, ONLY FROM THE US mainland, explore all possible contract companies for alternatives, sue VITOL and freeze all possible payments to them without losing power. The consultation of Florida Power and Light could be a start, seek legitimate engineering firms stateside for input. Invest in logical long term design plans to build a strong generation source that is economical. Must fire the culprits in their staff and all their buddies, and family members or it will make no difference.
<p>My issue with service is the constant outages.</p> <p>I imagine major infrastructural improvements are needed island wide. No small undertaking, our gov't needs to pay it's WAPA debt so this can be accomplished.</p> <p>If WAPA was paid and STILL did not provide quality service, then it would be only WAPA's fault, but the gov't failure to pay is a huge contribution to the state of affairs.</p> <p>I also hope to see WAPA move into cleaner energy options as well, and meet our community with more solar and wind power options in the future.</p>
<ol style="list-style-type: none">1. Privatize2. Focus on renewables and alternative energy3. Reduce staff4. Change WAPA Board and restructure management

Demographics




What Island do you reside on?

Answer	0%	100%	Number of Response(s)	Response Ratio
St Croix			141	74.6 %
St Thomas			35	18.5 %
St John			13	6.8 %
Water Island			0	0.0 %
Totals			189	100%







What Island(s) is your business located on?

Answer	0%	100%	Number of Response(s)	Response Ratio
St Croix			112	74.6 %
St Thomas			42	28.0 %
St John			13	8.6 %
Water Island			0	0.0 %
Totals			150	100%

What is your gender?











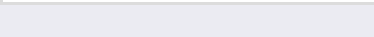

Answer	0%	100%	Number of Response(s)	Response Ratio
Male			64	33.3 %
Female			100	52.0 %
Prefer not to answer			25	13.0 %
No Response(s)			3	1.5 %
Totals			192	100%

What is your age?










Answer	0%	100%	Number of Response(s)	Response Ratio
Younger than 18			0	0.0 %
18 - 24			2	1.0 %
25 - 34			15	7.8 %
35 - 44			32	16.6 %
45 - 54			42	21.8 %
55 - 64			55	28.6 %
65 or older			29	15.1 %
Prefer not to answer			16	8.3 %
No Response(s)			1	<1 %
Totals			192	100%

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What best describes your employment status?

Answer	0%	100%	Number of Response(s)	Response Ratio
Employed full-time			109	56.7 %
Employed part-time			4	2.0 %
Self-employed			38	19.7 %
Unemployed, looking for work			3	1.5 %
Unemployed, not looking for work			0	0.0 %
Student			0	0.0 %
Retired			30	15.6 %
Homemaker			1	<1 %
Military			1	<1 %
Prefer not to answer			3	1.5 %
Other			2	1.0 %
No Response(s)			1	<1 %
Totals			192	100%

Which of the following categories best describes your annual income?

Answer	0%	100%	Number of Response(s)	Response Ratio
Under \$15,000			2	1.0 %
\$15,000 - \$29,999			18	9.3 %
\$30,000 - \$44,999			22	11.4 %
\$45,000 - \$59,999			19	9.8 %
\$60,000 - \$74,999			28	14.5 %
\$75,000 - \$89,999			10	5.2 %
\$90,000 or more			41	21.3 %
Prefer not to answer			48	25.0 %
No Response(s)			4	2.0 %
Totals			192	100%

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