



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Provides Updates Following Tropical Storm Ernesto Power Outages

U.S. VIRGIN ISLANDS (August 15, 2024) - Following the recent tropical storm, the Virgin Islands Water & Power Authority ("WAPA" or the "Authority") has been working around the clock to restore power to our valued customers and address emergencies on the ground. The Authority understands the challenges and inconveniences faced by our community during this time and we are committed to restoring service as swiftly and safely as possible.

To expedite our recovery efforts, we are partnering with local utility partners to supplement our crews and enhance our ability to restore power more efficiently. We continue to work collaboratively with Department of Public Works clearing large trees and debris in isolated areas.

At the end of day one of restoration efforts, we have restored power to 8,631 customers on St. Thomas, 11,862 on St. Croix and 2,297 customers on St. John.

Today, crews will prioritize restoration of the following feeders:

- St. Thomas: 9C, 8B, 7B, 6B, 7A (portion), and Frenchtown
- St. John: 7E and 9E (portion)
- St. Croix: 8B, 7B, 9B, 6A, 6B and 10B (portion)

To assist with any questions or concerns regarding outages, our Call Center opened today at 9:00 a.m. and our business offices opens today at 12:00 p.m. Our customer service representatives are available to provide support. Please reach out to the Call Center via WAPA's new hotline number at 340-715-8007 for assistance. For emergencies, please contact 911 who stands ready to provide support.

The Authority thanks the community for your patience and understanding.

The Virgin Islands Water and Power Authority Communication's department is committed to reaching, informing, and connecting with the youngest members of the community to the eldest, through meaningful, transparent and effective communication.

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About WAPA: The Virgin Islands Water and Power Authority is an autonomous agency of the Virgin Islands Government which produces and distributes electricity and drinking water to residential and commercial customers in the territory. WAPA was created by the Fifth Legislature of the Virgin Islands in 1964 through Act No. 1248. Today, WAPA generates electrical power at production plants on St. Thomas and St. Croix and distributes electrical service through smart grids to customers on St. Thomas, St. Croix, St. John, Hassel Island, and Water Island. Potable water is distributed to almost 13,000 customers through water lines and standpipes. WAPA also has the responsibility of installing and maintaining streetlights.