



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Continues Restoration Efforts Following Tropical Storm Ernesto



Image: WAPA and Haugland VI crews working on replacing pole in Downtown Charlotte Amalie, St. Thomas.

U.S. VIRGIN ISLANDS (August 16, 2024) – In the wake of Tropical Storm Ernesto, the Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) is diligently working to restore power across the Territory, with a focus on ensuring the safety and well-being of our community.

St. Croix District:

Generation Unit 20 at the Richmond Power Plant experienced a loss of load generation earlier today at about 2:00 p.m. However, our dedicated team is actively working to restore the unit, and we anticipate it will be back online within the next hour. Once additional units are brought online, we will be able to restore service to additional customers, building on the progress of reaching 89% restoration across the island.

The WAPA and contractor line crews are prioritizing restoration on Feeder 1A in the Downtown Christiansted area, Feeder 6A in the LaValle and Mon Bijou area, Feeder 10B, including customers in the Rainforest, and 4A in the Sion Hill area impacting service to the Free Will Baptist School. Additional crews are also prioritizing isolated outages impacting businesses across the island with emphasis in Frederiksted.

WAPA Water Personnel have been addressing low water pressure in Estate Whim, Estate Hannah’s Rest, and Frederiksted town. Repairs are anticipated to be completed this evening and customers can anticipate normal water pressure in a few hours following successful repairs.

The Island of St. Thomas:

At approximately 2:00 p.m., Unit 23 tripped causing a district-wide outage, but has since been brought back online as of 3:30 p.m. Significant progress was made throughout the day restoring 68% of customers on St. Thomas prior to the island wide outage with restoration of a large portion of customers on 8A (Hospital Ground, Garden Street and surrounding neighborhoods), Feeder 6A (Bordeaux), Feeder 8B, and Feeder 6B. Crews will continue to work on restoration into the evening on Feeder 6A (Blackpoint to Estate Pearl), 7A (Crown Mountain to Northside) and Feeder 7B delayed by a broken pole.

The Island of St. John:

Restoration on St. John is currently at 93%. Line crews with support from Department of Public Works have been utilizing heavy machinery to clear large trees preventing access to safely work on downed powerlines. Our crews are prioritizing critical areas, including North Shore, Carolina, and Trunk Bay.

To stay informed on updates, please tune in to WAPA CEO Karl Knight scheduled radio interviews tomorrow, Saturday, August 17, 2024, on WSTX AM970 /FM100.3 with host, Jamila Russell from 8:30 a.m. to 9:30 a.m. and Abdul Ali from 2:00 p.m. to 3:00 p.m.

Customers can continue to report isolated/pocket outages to WAPA Call Center through 8 p.m. today and from 8:00 a.m. to 5:00 p.m. on Saturday at 340-715-8007. For emergencies, please contact 911, who are coordinating with support agencies to address fires and downed powerlines.

For additional updates, please sign up for WAPA Alerts at Everbridge: <https://member.everbridge.net/index/892807736728730#/signup>.

The Authority greatly appreciates the patience and understanding of our customers during this challenging time and to our hardworking men and women across WAPA.

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.

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