



# THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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## **Power Restoration Progress Continues: WAPA Updates Customers on Efforts and Safety Measures Following Tropical Storm Ernesto**



*Image: WAPA Line Crew working on power restoration for customers on Feeder 6A on St. Croix.*

U.S. VIRGIN ISLANDS (August 17, 2024) – As we near the end of the fourth day since Tropical Storm Ernesto, the Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) remains fully committed to restoring power across the Territory. We understand the immense challenges that our residents are facing, particularly those who are still without power, and we want you to know that your safety and well-being are at the forefront of our efforts.

Our line crews have energized all feeders across the Territory and are focused on resolving the remaining reported isolated outages. We are deeply grateful for the patience and resilience you have shown during these extremely trying times.

### **Current Restoration Efforts:**

- On **St. Thomas**, a significant number of customers on Feeders 7A, 7C, 7E and 9C were restored today. Line crews also addressed several reported outages on Feeders 6A, 8A, 6B, 7B and 8B, gaining overall restoration of 93%. WAPA, in collaboration with local contractor Haugland VI, continues efforts to address remaining reported isolated outages across the island as weather permits safely.
- On **St. Croix**, line crews restored several customers on Feeder 2A (Tide Village), 5A, 6A, 8B (La Grange and Hams Bluff), and 9B. Line crews also addressed reported outages on Feeders 2A, 4A (Sion Hill), 7B, and 10B (Rainforest), for overall restoration of 95%. Feeder 3A was temporarily without service today as the team worked on clearing trees on the powerlines in the Catherine’s Rest area. Tree clearing efforts, in collaboration with the Department of Public Works, and pole repairs are ongoing to address reported isolated outages, contingent on safe weather conditions.

- On **St. John**, WAPA crews worked diligently to clear large vegetation restoring power to several reported isolated outages on Feeders 7E and 9E, increasing overall restoration to 96%.

On **St. Croix**, WAPA Water Personnel continue to monitor water pressure for customers in Estate Whim, Hannah's Rest, and Frederiksted town. All pump stations across the Territory are now fully operational and customers in higher elevations have begun to see improved water pressure, which will continue to improve as water storage tank levels rise.

**Restoration Progress in the Territory as of Saturday, August 17, 2024, at 8:30 p.m.:**

| STT/STJ District Customer Restoration: |              |             |            | St. Croix District Customer Restoration: |              |             |            |
|--|--------------|-------------|------------|--|--------------|-------------|------------|
| Feeder                                 | Restored     | Outage      | Percentage | Feeder                                   | Restored     | Outage      | Percentage |
| 5A                                     | 22           | 0           | 100%       | 1A                                       | 1051         | 0           | 100%       |
| 6A                                     | 3328         | 74          | 98%        | 2A                                       | 3004         | 27          | 99%        |
| 7A                                     | 2816         | 485         | 85%        | 3A                                       | 1268         | 244         | 86%        |
| 8A                                     | 1575         | 94          | 94%        | 4A                                       | 1864         | 154         | 92%        |
| 6B                                     | 1381         | 111         | 93%        | 5A                                       | 2714         | 8           | 100%       |
| 7B                                     | 2636         | 949         | 74%        | 6A                                       | 3229         | 86          | 97%        |
| 8B                                     | 1542         | 123         | 93%        | 6B                                       | 464          | 0           | 100%       |
| 9B                                     | 356          | 0           | 100%       | 7B                                       | 829          | 117         | 88%        |
| 10B                                    | 1399         | 65          | 96%        | 8B                                       | 5115         | 98          | 98%        |
| YH                                     | 1            | 0           | 100%       | 9B                                       | 2164         | 40          | 98%        |
| MALL                                   | 49           | 0           | 100%       | 10B                                      | 1488         | 148         | 91%        |
| 7C                                     | 3147         | 373         | 89%        | <b>Totals</b>                            | <b>21922</b> | <b>2189</b> | <b>95%</b> |
| 9C                                     | 2575         | 268         | 91%        |  |              |             |            |
| 7E                                     | 1100         | 36          | 97%        |  |              |             |            |
| 9E                                     | 1878         | 78          | 96%        |  |              |             |            |
| <b>Totals</b>                          | <b>23805</b> | <b>2656</b> | <b>94%</b> |  |              |             |            |

The WAPA Call Center will be open tomorrow, August 17, 2024, from 8:00 a.m. to 4:00 p.m. and can be reached at 340-715-8007 to report isolated outages. Please have your account number when you call. For safety, avoid utility poles and power lines, and contact 911 for emergencies.

As there are ongoing or worsening weather conditions, it may cause delays in restoration efforts. Our crews and supporting agencies are doing everything possible to continue work safely and efficiently, but your understanding and cooperation are important as we navigate these challenges together.

*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.