



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Dedicated to Restoring Power and Supporting Our Community After Tropical Storm Ernesto



Image: Line crews work on clearing trees during restoration efforts following Tropical Storm Ernesto.

U.S. VIRGIN ISLANDS (August 17, 2024) – Four days after Tropical Storm Ernesto, the Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) continues its diligent efforts to restore power across the Territory. We understand that several residents remain without power, and we are working around the clock to address these outages. As our teams push forward with restoration efforts, we remain committed to ensuring the safety and welfare of our community."

Feeders territory-wide have been energized. The team continues to address pocket/isolated outages through the Call Center. Line crews are actively clearing trees, replacing poles and addressing trouble calls.

On St. Thomas, a significant portion of Feeder 6A was restored this morning. Crews are now prioritizing isolated outages on Feeders 7B, 7A, and 9C, as well as addressing trouble calls across the island. On St. Croix, line crews are prioritizing portions of 10B in the Rainforest, 4A (Sion Hill), 8B (LaGrange and Hams Bluff), 2A (Tide Village) and continue work on tree clearings and pole repairs impacting isolated/pocket outages. On St. John, we continue to address the remaining 160 customers experiencing pocket/isolated outages on 7E and 9E.

Water pressure on St. Croix continues to be monitored for customers in Estate Whim, Hannah’s Rest, and Frederiksted town. While all pump stations across the Territory are now operating at 100% capacity, customers in higher elevations are starting to experience normalized pressure, which will continue to improve as water storage tank levels increase.

Please find below the progress of power restoration efforts, detailed by feeder, for all customers, as of Saturday, August 17, 2024, at 10:00 a.m.:

STT/STJ Customer Restoration:				St. Croix Customer Restoration:			
Feeder	Restored	Outage	Percentage	Feeder	Restored	Outage	Percentage
5A	22	0	100%	1A	1051	0	100%
6A	3354	48	99%	2A	2332	699	77%
7A	1862	1439	56%	3A	1268	244	84%
8A	1592	77	95%	4A	1811	207	90%
6B	1399	93	94%	5A	2577	145	95%
7B	2638	947	74%	6A	2875	440	87%
8B	1509	156	91%	6B	462	1	100%
9B	356	-2	101%	7B	802	144	85%
10B	1399	65	96%	8B	4969	244	95%
YH	1	0	100%	9B	2011	193	91%
MALL	49	0	100%	10B	1447	189	88%
7C	3348	2107	61%	Totals	21605	2506	90%
9C	2748	95	97%				
7E	427	133	76%				
9E	2507	25	99%				
Totals	23211	5183	82%				

As a reminder, tune in today to WAPA CEO Karl Knight's radio interviews on WSTX AM970/FM100.3. CEO Knight will be speaking with host 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. Please ensure you have your account number and the pole number or tag ready. Approach the pole cautiously, ensuring your safety by staying clear of any wires or equipment. If you are unable to safely access the pole number, please utilize the adjacent pole. 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 sincerely appreciates the patience and understanding of our customers during this challenging time, as well as the dedication and hard work of our staff 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.