



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA's Restoration Push Continues on Day 5



Image: WAPA Line Crew working on power restoration for customers on St. John.

U.S. VIRGIN ISLANDS (August 18, 2024) – As we begin the fifth day of recovery, following 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 frustration that comes with the uncertainty of when exactly your power will be restored. The complexity of our restoration efforts, which involves assessing and addressing damages on an individual circuit level, means that specific timelines can be difficult to pinpoint.

All feeders across the Territory remain energized and line crews focus on restoring power to reported isolated outages on each island. Restoration progress stands at 98% on St. Croix, with 500 remaining customers experiencing isolated outages. On St. Thomas, 93% of customers have power restored, leaving 2,654 without service. On St. John, 96% restoration is complete, with 114 customers remaining without service. We urge the public to slow down and exercise caution in work zones, and whenever possible, avoid traveling in areas where our crews are actively working.

Current Restoration Efforts:

St. Croix: Line crews are diligently clearing lines and replacing poles to restore power in the following areas: Butler Bay (Feeder 8B), Rainforest (Feeder 10B), Princess Hill, Anna’s Hope (Feeder 4A), Catherine’s Rest (Feeder 3A). Additional crews from Department of Public Works and local contractor, Haugland VI, are supporting efforts to address reported isolated outages on the eastern end of the island.

St. Thomas: Line crews are prioritizing restoration in the following: Hull Bay, Bonne Resolution, Hometown (Feeder 7B), Wintberg, Frenchtown, Coral Word, Gomez Elementary School, Santa Maria

(Feeder 6A), Cabrita Point, Frenchman’s Bay, and Estate Bakkeroe. On Feeder 6B, a crew is changing a transformer, while on Mountaintop they are repairing the radio station, WTJX’s transmitter.

St. John: WAPA crews continue to clear trees along the powerlines to restore isolated outages in pocket areas.

On St. Croix, WAPA Water Personnel are addressing a water leak in the Strawberry Hill area this morning, surrounding areas are experiencing little to no water pressure.

Restoration Progress as of Sunday, August 18, 2024, at 9:30 a.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	3324	78	98%	2A	2975	56	98%
7A	2798	503	85%	3A	1483	29	98%
8A	1575	94	94%	4A	1813	205	90%
6B	1381	111	93%	5A	2721	1	100%
7B	2601	984	73%	6A	3291	24	99%
8B	1538	127	92%	6B	464	0	100%
9B	356	0	100%	7B	939	7	99%
10B	1399	65	96%	8B	5137	76	99%
YH	1	0	100%	9B	2164	40	98%
MALL	49	0	100%	10B	1489	147	91%
7C	3113	407	88%	Totals	23527	585	98%
9C	2558	285	90%				
7E	1100	36	97%				
9E	1878	78	96%				
Totals	23693	2768	90%				

The WAPA Call Center will be open today 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.

The nature of our work involves variables that are often beyond our immediate control, but we want to assure you that we have been using all available resources to expedite the restoration process. As restoration continues, customers may experience sporadic power.

Our teams are focused on restoring power as quickly and safely as possible, and we will continue to keep you informed every step of the way. Thank you for your continued support as we work together to overcome the aftermath of Tropical Storm Ernesto.

The Virgin Islands Water and Power Authority's Communications Department remains dedicated to reaching, informing, and connecting with the entire community—from our youngest to our eldest members—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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