



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Updates: Isolated Outages Need to be Reported to Customer Service

U.S. VIRGIN ISLANDS (August 19, 2024) - As the Virgin Islands Water and Power Authority ("WAPA" or the "Authority") continues restoration efforts following Tropical Storm Ernesto, the Authority is urging customers experiencing an isolated outage to promptly report to our Customer Service team. Customer Service is available between 8:00 a.m. and 4:00 p.m. at (340) 773-2250 or (340) 774-3552 - Option 5 or via email at customer.service@viwapa.vi. This critical initiative by the community will help our line crews address any remaining issues as quickly and safely as possible.

On **St. Thomas**, line crews are prioritizing this morning isolated outages on Feeders 6A, 7A, and 6B, including the following areas: Lerkenlund, St. Peter Mountain Rd, Hull Bay, Estate Pearl, and Frenchtown. As reported this morning, crews are actively working on restoring partial power to Charlotte Amalie High School and Lockhart School.

On **St. John**, line crews are actively working on restoration in Chocolate Hole and Fish Bay areas. As crews get closer to completion, they are facing denser vegetation with the sparse homes in these areas.

On **St. Croix**, line crews continue addressing isolated/pocket outages on Feeder 8B, Feeder 10B, Good Hope and throughout the island. Our local utility contractor, Haugland VI, continues to support restoration efforts in the Rainforest.

Water pressure continues to improve in Frederiksted, while water pressure has been normalized at Estate Strawberry Hill in St. Croix, following successfully repairing a mainline leak yesterday. On St. Thomas, WAPA Water Personnel successfully restored water pressure last night at the Queen Louise Home.

The Authority sincerely appreciates the community's outreach of support for our line crews and partners throughout this restoration effort. 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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