



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

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**Join the Power Conservation Initiative to Reduce Outages Across the Territory**



*Image: Aerial view of St. Thomas at dusk, around 6:00 PM, in the Charlotte Amalie area.*

U.S. VIRGIN ISLANDS – September 17, 2024 – The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) is requesting the community’s partnership in its efforts to relieve the growing strain on the power grid. The Authority’s Chief Executive Officer and Executive Director has launched a **Power Conservation Campaign**, an initiative to encourage residents, businesses, and community organizations to reduce energy consumption, especially during peak hours (12:00 p.m. - 2:00 p.m. and 6:00 p.m. - 9:00 p.m.) The campaign aims to gain community participation, protect critical infrastructure, reduce service disruptions, and promote a culture of sustainable energy use throughout the territory.

“WAPA is acutely aware of the struggles that these recent weeks of unreliable power have imposed on our customers,” said CEO Knight. “We are working tirelessly in our power plants, in the field, and in our customer service offices to address these challenges. We cannot emphasize, enough, however, the critical role of our customers in this effort. By conserving energy, we not only reduce the immediate threat of outages but also promote long-term sustainability and reliability for the territory. We have got to do this together.”

**Why Conservation Matters Now:** The territory’s power grid is currently facing unprecedented demand, which, if left unchecked, could lead to more frequent and widespread outages. By making simple but essential adjustments to daily routines—such as unplugging unused devices, using energy-efficient lighting, and limiting air conditioning use—everyone can contribute to easing the load on the grid and reducing the risk of power failures.

While we understand there may be concerns about billing not immediately reflecting individual conservation efforts, we ask for everyone’s participation in this campaign to help preserve our energy infrastructure and reduce the likelihood of widespread outages. For any billing disputes, customer service hours continue to be extended for the next three Saturdays from 8:00 a.m. to 12:00 p.m. Our Customer Service team can also be reached via email at [customer.service@viwapa.vi](mailto:customer.service@viwapa.vi).

### Key Conservation Tips:

- **Limit usage of high-energy appliances** during peak hours (6:00 p.m. - 9:00 p.m.)
- **Prepare multiple meals for the week at once** to avoid reoccurring and extended cooking times.
- **Turn off lights, fans and appliances** when not in use.
- **Set AC thermostats** between 75-78 degrees Fahrenheit. Change air filters in AC units. Clogged filters use more energy to cool rooms.
- **Unplug electronic devices** when not in use to prevent “phantom” energy consumption.
- **Delay running dishwashers, washing machines and dryers** until non-peak hours.
- **Wash full loads** using cold water & air-dry clothes when possible.

As part of the Power Conservation Campaign, residents and businesses are encouraged to share their power-saving tips and efforts on social media using the hashtag **#EveryWattCounts**, helping to spread awareness and inspire others to participate.

For more information, WAPA reminds the public to visit [www.viwapa.vi](http://www.viwapa.vi) for updates on its critical projects and operations.

*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.