



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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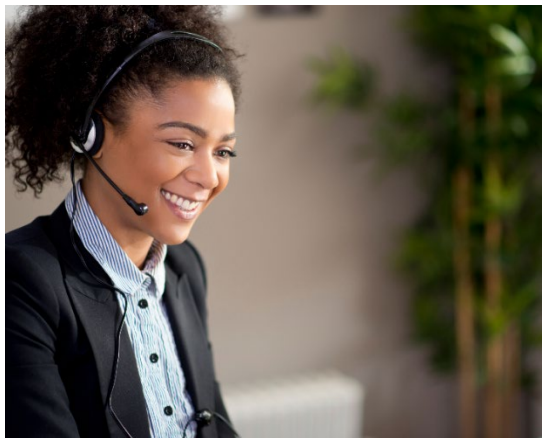


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Authority Provides Update on Customer Service Staffing Shortage

U.S. VIRGIN ISLANDS – The Virgin Islands Water and Power Authority (“WAPA” or “Authority”) would like to inform customers and community members that due to an existing staff shortage in the Customer Service Department, customers may experience longer wait times than usual for assistance related to billing inquiries and other customer service-related needs.

Customers are encouraged to email customer.service@viwapa.vi for assistance, as telephone wait times are currently longer than normal. Additionally, the Authority has temporarily updated its average response time from 24 hours to 48 hours in consideration of current challenges.

The Authority recognizes the increased wait times and would like to ensure our valued customers that all efforts are being made to improve processing capacity as quickly as possible.

As part of the Authority’s ongoing efforts to improve the customer experience, the organization is actively seeking a qualified candidate for the Director of Customer Experience and encourages interested persons to visit: <https://www.governmentjobs.com/careers/viwapa> for more information and to apply for relevant vacancies.

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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.