



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Restores Water Service Following Downtown Mainline Repairs

ST. THOMAS-ST. JOHN, U.S. VIRGIN ISLANDS (Oct. 8, 2026)— The Virgin Islands Water and Power Authority (WAPA) completed repairs to the damaged section of the mainline in the Downtown area last night and is now repressurizing the water system. Water service has been restored to customers who were impacted by the initial outage, including Berg's Home, Hospital Ground, Ross Estate, Sugar Estate, Estate Thomas, and other areas in Charlotte Amalie.

Because the system experienced significant loss of water, crews are gradually restoring pressure to avoid placing additional stress on the mainline and surrounding water infrastructure. Customers in Upper Anna's Retreat and Red Hook may continue to experience low or no water service as the system recovers and water volumes in the Donoe water tank are replenished. WAPA crews are monitoring the system and making adjustments as needed.

The St. John standpipe will also be closed today as WAPA manages available water resources and works to stabilize the system.

The incident occurred unexpectedly during ongoing field activities on Tuesday. Varying factors contributed to the unforeseen damage to the water infrastructure during the underground work on Feeder 9A. WAPA understands the inconvenience and concern this disruption has caused. WAPA Water Maintenance Crews immediately worked to assess the damage and complete the necessary repairs, including work complicated by concrete encasing the damaged area.

WAPA is reviewing the circumstances surrounding the incident and will take appropriate measures and responsibility to strengthen field verification, GPS/GIS accuracy and coordination with existing utility infrastructure to help reduce the likelihood of similar incidents in the future.

As best practice following a water service interruption, customers are encouraged to remove faucet filters and run the cold-water tap until the water runs clear before resuming normal use. Customers who continue to experience low or no water service should allow additional time for the system to fully stabilize.

WAPA appreciates customers' understanding as crews continue monitoring the system and working to return water service to normal across the affected areas.

The Virgin Islands Water and Power Authority Communications 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.