THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE
(340) 774-3552 • communications@viwapa.vi / www.viwapa.vi

WAPA Provides Community Update on Generation Challenges and Restoration Efforts Across the Territory

U.S. VIRGIN ISLANDS (November 19, 2026) – The Virgin Islands Water and Power Authority ("WAPA" or "the Authority") is providing an update on generation challenges affecting St. Thomas, St. John and St. Croix and the efforts underway to improve electric service across the territory.

WAPA recognizes the uncertainty and disruption these outages have caused for families, businesses and the wider community. Repeated service interruptions have required residents to adjust their daily routines, often with little notice. These disruptions can be especially difficult for older adults, individuals with medical needs and families caring for vulnerable loved ones. The Authority also understands that explaining the circumstances does not lessen the impact on customers. WAPA's responsibility is to communicate openly about the challenges, explain the work underway and continue efforts to improve service reliability.

St. Thomas And St. John: Generation Challenges And Restoration Efforts

On Wednesday, November 18, St. Thomas experienced a district-wide power outage affecting St. Thomas and St. John after an operating generating unit unexpectedly tripped offline while crews were conducting maintenance on restoring two Wartsila generating units. The remaining available units were unable to sustain the additional electrical demand, resulting in the loss of service across the district.

Restoring service was challenging because of the limited generation available to support the system. Crews worked to bring feeders back online in stages, but additional generating interruptions affected restoration efforts as more customers were reconnected. Despite these challenges, WAPA crews continued working to restore service, and most feeders had been returned to service by approximately 7:30 p.m. Wednesday.

The outage underscores the importance of restoring available generating capacity and strengthening the district's ability to maintain service when an individual generating unit becomes unavailable. WAPA is also advancing longer-term system improvements, including the FEMA-funded Prudent Replacement project being coordinated through the Office of Disaster Recovery. The planned improvements are intended to strengthen system resilience and reduce the risk that the loss of an individual generating unit will result in a district-wide outage.

St. Croix: Fuel Terminal Disruption Affects Generation

On St. Croix, outages on November 18 were caused by operational challenges at the LPG fuel terminal operated by Saintnals, which disrupted the propane supply of fuel needed to operate generating units. In the interim, WAPA operated its generators on diesel (LFO) until the service was restored today, November 19.

WAPA continues to monitor the situation and coordinate with Saintnals as efforts move forward to restore normal fuel operations and support consistent electric service on St. Croix.

A Community Reminder

WAPA encourages customers to conserve energy, particularly during periods of high demand. While conservation does not replace the need for available generating capacity, every effort to reduce unnecessary energy use can help ease pressure on the system.

WAPA also encourages residents to check on elderly relatives, neighbors and anyone who may be especially vulnerable during extended power interruptions. A phone call or visit can make a meaningful difference.

For information about senior services, meals and caregiver support, residents may contact the Department of Human Services (DHS), Division of Senior Citizens Affairs:

- St. Thomas: (340) 774-0930
- St. John: (340) 776-6334
- St. Croix: (340) 718-2980

Visit dhs.vi.gov/senior-citizen-affairs for additional information. For medical emergencies, call 911.

WAPA recognizes that residents have a reasonable expectation of consistent and reliable electric service. Restoring generating capacity and strengthening system reliability remain the utmost priorities. While some improvements take time, the Authority continues working to address current generation challenges, and advance longer-term solutions.

WAPA employees are members of the same communities they serve. They experience these disruptions alongside their families, friends and neighbors, and understand the impact unreliable service has on daily life. The Authority does not take the community's trust for granted and will continue to communicate openly about the challenges and the work underway to improve service.

###

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.