THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
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WAPA Updates St. Croix Customers on Power Supply Challenges; Rotating Outages Expected Tonight

ST. CROIX, U.S. VIRGIN ISLANDS (Nov. 24, 2026) – The Virgin Islands Water and Power Authority ("WAPA" or "the Authority") is advising St. Croix customers that rotating power outages are necessary as emergency repairs at the propane terminal at the Richmond Power Plant place additional pressure on a limited diesel supply.

The terminal was taken offline at approximately 3:00 a.m. Monday at the request of WAPA's contractor, Saintnals, to address critical repairs. Saintnals anticipates completing the work and returning the terminal to service by approximately 8:00 p.m. tonight.

With propane temporarily unavailable, WAPA must rely more heavily on diesel fuel to maintain generation. This unexpected shift comes at a time when diesel inventory is already limited, creating additional pressure on the Authority's ability to meet demand, particularly during evening peak hours.

Three-hour rotating outages are anticipated between 4:00 p.m. and 11:00 p.m.

Throughout the day, the Authority worked to protect service to critical feeders, with support from the three solar farms serving St. Croix. As a result, some areas remained unaffected earlier today, while other feeders experienced extended service interruptions beginning at approximately 8:30 a.m. These measures were necessary as plant personnel managed diesel fuel inventory to prevent wider service interruptions. WAPA has also secured local fuel vendors to replenish diesel supplies as quickly as possible in response to this urgent need.

We recognize the uncertainty these interruptions create for customers. Keeping the community informed and providing as much notice as possible remain priorities as WAPA works through these challenges.

These circumstances also highlight an underlying challenge WAPA has been managing for several months. Financial constraints and ongoing under-recovery have limited the Authority's ability to build and maintain the fuel inventory levels needed to provide a greater cushion against unexpected disruptions. Although WAPA has worked to manage available supplies, the emergency repairs at the propane terminal have intensified that vulnerability.

Our immediate priority is to limit the number and duration of outages while replenishing fuel supplies and restoring normal operating conditions. We ask customers to remain attentive to WAPA's official communications as additional information becomes available.

WAPA will continue to provide updates as repair work progresses, fuel supplies are replenished and adjustments are made to the rotating outage schedule.

We know this is not the Thanksgiving week our community anticipated. Our teams are working through these challenges to manage available resources, minimize service interruptions and restore more stable operating conditions on St. Croix. We encourage everyone to prepare, look out for one another and stay connected through WAPA's official communication channels.

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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.