



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Continues Progress Toward Stabilizing St. Croix Water Service

ST. CROIX, U.S. VIRGIN ISLANDS (September 11, 2026) — The Virgin Islands Water & Power Authority (“WAPA” or “the Authority”) reports continued improvement in water service conditions on St. Croix, with steady gains in water levels at critical storage tanks and water service restored for customers in several areas.

While conditions are improving, low pressure is still affecting some higher elevation areas in the western part of the island, including Mars Hill, Two Williams, sections of La Grange and second-story buildings in Frederiksted.

WAPA continues to carefully manage water production and distribution while working to build water reserves in critical storage tanks to provide sufficient pressure for water delivery to higher elevation areas, particularly in Frederiksted.

Boil Water Advisory Remains in Effect

WAPA understands that the ongoing Boil Water Advisory may be an inconvenience for customers and appreciates their understanding as water-quality testing and monitoring of the distribution system continue.

Customers should avoid drinking the water without boiling it first. Water intended for drinking, cooking, making ice, brushing teeth and other household uses should be brought to a rolling boil for one minute and allowed to cool before use. Bottled water may be used as an alternative.

Standpipe Hours

The St. Croix standpipe will be available to customers who need potable water Monday through Friday, from 12:00 p.m. to 4:00 p.m. It will remain closed on weekends to allow WAPA to replenish its water supply.

Please Continue Water Conservation

Continued water conservation will help support the recovery of the system. Customers are encouraged to limit water use where possible, including postponing vehicle washing, pressure washing and lawn watering, and avoiding unnecessary running water.

Report Water Service Issues

Customers who are experiencing water service issues are encouraged to call 340-773-2250 ext. 3065, Monday through Friday from 8:00 a.m. to 4:00 p.m., or report the issue through the [Report an Outage or Problem](#) online form.

WAPA appreciates the community's continued understanding and cooperation as the Authority works to restore reliable water service and address the ongoing challenges facing St. Croix's water system.

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.