



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Water Update on St. Croix: Successful Tie-In and Temporary Delay Resolved

ST. CROIX, U.S. VIRGIN ISLANDS – October 25, 2024 –The Virgin Islands Water & Power Authority (“WAPA” or the “Authority”) wishes to update residents of St. Croix regarding the recent water service interruptions and express our gratitude for your patience during this critical work.

On October 24, 2024, starting at 5:00 p.m., scheduled connections of new customers, commonly known as tie-in’s, caused low to no water pressure in various communities, including Richmond, Catherine’s Rest, Work and Rest, and others as [previously noted](#). This outage was necessary to complete essential tie-ins near the Virgin Islands Territorial Public Health Laboratory and the Office of Emergency Medical Services Regulatory in Estate Richmond.

While the initial project concluded on time at approximately 11:00 p.m., additional critical upgrades to the water system, including the meter and valves, at the Federal Building led to delays in restoring normal water pressure for our water customers. We understand the inconvenience this has caused and sincerely apologize for the disruptions.

After their contractor completed the upgrades around 5:00 a.m., WAPA Water personnel quickly activated an additional pump station to improve service this morning. As a result, many customers began experiencing normal water pressure around 6:30 a.m. However, residents in elevated areas and those on the western portion of the island can expect normalized pressure within the next two hours.

We would like to stress that this collaboration with their additional contractor to upgrade the water system at the Federal Building is essential for improving public health services in the Virgin Islands. We are committed to ensuring that the integrity and reliability of our water infrastructure continue to serve our community effectively.

As a reminder, after an extended water outage, please flush your water lines by running taps for several minutes. To extend the life of your filter, remove it before flushing and reinstall it afterward. This helps clear any sediment that may have accumulated in the lines and ensures the continued quality of your water.

Thank you for your continued support of our team and contractors as we work diligently to strengthen the reliability and effectiveness of our water systems.

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.