



THE VIRGIN ISLANDS WATER & POWER AUTHORITY
CORPORATE COMMUNICATIONS
NEWS RELEASE

(340) 774-3552 • communications@viwapa.vi / www.viwapa.vi

WAPA Provides Update on Recent Water Service Disruptions on St. Thomas

ST. THOMAS, U.S. VIRGIN ISLANDS – November 12, 2024 – The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) provides an update on recent scheduled and unexpected water service interruptions affecting several areas on St. Thomas over the weekend. Efforts to restore water service are ongoing, and we appreciate our customers’ patience and cooperation.

Scheduled Outage on East End

On Friday, November 8, at 11:30 p.m., a planned water service interruption was initiated to address a failed pump motor at the Donoe Pumping Station. WAPA’s contractor, Omega, has been working to repair the faulty motor pump. This repair process presented challenges, extending the outage for water customers in eastern St. Thomas, including Bovoni, Nadir, and Mariendal, as well as Smith Bay, Nazareth, and Annas Retreat (New Tutu & Tutu Valley).

By 10:00 p.m. on Monday, November 11, the motor pump was repaired and back online restoring water service to some customers. Customers in elevated areas or those situated above sea level may continue to experience delays as pressure stabilizes and inventory levels continue to rise in the Donoe Tank.

Additional Emergency Repairs

In addition to the planned maintenance, two separate ruptured water mains on Friday evening led to further interruptions:

1. **Charlotte Amalie Area (24-Inch Main):** A 24-inch water main near Moe’s Supermarket on the waterfront ruptured late Friday night. This break affected residents in Hospital Ground, Berg’s Home, Roberts, Estate Thomas, Havensight, Bunker Hill, and other areas surrounding Charlotte Amalie. Repairs began promptly on Saturday, November 9, at 8:30 a.m., and service was restored by 9:00 p.m. the same day.
2. **Lucinda A. Millin Home Area (8-Inch Main):** Another rupture occurred in an 8-inch main across from the Lucinda A. Millin Home, temporarily impacting customers in Yacht Haven, Lucinda Millin Home, and Barbel Plaza. Crews commenced repairs on November 10 at 8:30 a.m. and continue to

work through challenges involving sewage backups. The Waste Management Authority is providing support to ensure these issues are resolved as quickly as possible to safely conduct repairs to the waterline.

Conservation Request and Further Updates

The Authority encourages all customers to conserve water as work continues to stabilize the system and restore full pressure levels to all impacted areas. We are closely monitoring system pressures, including on St. John, especially for residents in higher elevations.

We understand the inconvenience these disruptions have caused and are dedicated to resolving each issue thoroughly and promptly. WAPA will continue to provide updates as necessary and appreciates the community's patience and understanding during this challenging time.

For more timely information, customers are encouraged to sign-up for WAPA Alerts via www.viwapa.vi.

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.

###

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.

(340) 774-3552 (STT/STJ) • (340) 773-2250 (STX) |  Virgin Islands Water and Power Authority |  @VIWAPA