



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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Water Restoration Progresses in St. Croix following Islandwide Service Interruption

ST. CROIX, U.S. VIRGIN ISLANDS (Dec. 10, 2025) – The Virgin Islands Water and Power Authority (WAPA) advises the public that temporary repairs at the Richmond station service were completed on Monday, Dec. 8, 2025. Customers in Christiansted and Mid-Island began seeing water return late Monday night and early Tuesday morning. Frederiksted customers have experienced delayed restoration due to needed repairs with the Concordia pump station.

Customers in higher elevations—Mars Hill, Concordia, Adventure Hill, Profit, and Paradise Mills—should see improved pressure once repairs are completed as inventory levels rebuild.

WAPA Water Maintenance crews have been advancing through pump stations across the island, including impact to customers in Louis E. Brown, Kings Hill, Calcahoun, Mon Bijou, and Croixville, among other surrounding neighborhoods. As part of restoration, crews are pressurizing the system and flushing hydrants to remove trapped air, protect aging pipes, reduce the risk of leaks, and improve water quality. Teams are also working westward toward Frederiksted to clear isolated air pockets that may still be restricting flow.

Because water was stagnant for an extended period, temporary discoloration is expected. To improve water quality at home, please remove your filter, flush water for 2–3 minutes, and then reinstall the filter. To report an isolated outage, visit the WAPA website (<https://www.viwapa.vi/customer-service/report-outage-or-problem>) or call 340-773-2250 (option 4).

We know this interruption has been difficult, and we extend our sincere thanks to our employees, contractors, and partners who worked through the night to restore service. Special thanks to VITEMA for securing critical equipment that made these repairs possible.

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.

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