



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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Power Restored, WAPA Advances Infrastructure Upgrades to Strengthen Grid Reliability

CHARLOTTE AMALIE, U.S. VIRGIN ISLANDS (May 7, 2025) – The Virgin Islands Water and Power Authority (“WAPA” or the “Authority”) announces that power has been fully restored to all customers following the recent service interruption on the transmission line on the St. Thomas/St. John district. We recognize the inconvenience and disruption this caused to homes and businesses across the community and sincerely apologize to everyone impacted.

In addition to completing repairs, WAPA crews took the opportunity to conduct additional preventative maintenance along the affected line to help minimize the risk of future outages.

Importantly, moments like this further drive our momentum and sharpen our focus on creating the necessary redundancies within our electrical system. WAPA is actively advancing plans to install a secondary transmission line — a vital backup that will allow us to conduct maintenance on existing infrastructure without interrupting service to customers. This additional line represents a critical step in strengthening the resilience of our grid and reducing the frequency and duration of outages.

Customers can expect long-term benefits from these ongoing efforts, including fewer outages, faster restoration times, and a more flexible, modern energy system capable of meeting the Virgin Islands’ growing needs.

WAPA remains dedicated to transparency and will continue to update the community as this important infrastructure work progresses.

If you are experiencing an isolated outage, please visit <https://www.viwapa.vi/customer-service/report-outage-or-problem> or call 340-773-2250 Option 4.

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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.