



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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Crews Strive to Complete Power Restoration Today After First Major Storm of the Season

U.S. VIRGIN ISLANDS (August 17, 2025) – The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) advises the community that restoration efforts are steadily progressing following the impacts of Hurricane Erin.

In the St. Thomas/St. John district, the Authority began with approximately 21,000 customers without power. Within 24 hours, fewer than 2,000 customers remain out. A small portion of customers on Feeder 7B are still without service, and crews continue to address several isolated outages across St. Thomas. Restoration was initially delayed to allow for necessary repairs to the transmission line, while **St. John** has been fully restored.

On St. Croix, crews have also made significant progress, reducing the number of customers without service to fewer than 300, down from over 4,000 earlier today. The Authority’s goal is to restore all customers today, as crews continue to work safely and efficiently across the Territory.

As territory-wide restoration continues, customers may experience power restoration with temporary interruptions as the grid stabilizes. If you are still experiencing an outage, please report through the appropriate channels, so crews can be dispatched effectively. Outages may be reported online at <https://www.viwapa.vi/customer-service/report-outage-or-problem> or by phone at 340-773-2250 or 340-774-5225 – Option 4. For real-time updates, customers may also visit the outage viewer at <http://outageviewer.viwapa.vi:7575/>.

WAPA thanks the community for their patience and support for the line crews as they continue to work diligently and safely.

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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.