



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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

WAPA Brings Clean Energy Progress and Customer Support Directly to Seniors



Marlene Francis, Customer Service Director, engages with residents at Sunny Isles Housing, explaining how to read their WAPA bills.

ST. CROIX, U.S. Virgin Islands (June 23, 2025) — The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) brought its message of progress and resilience to the community on Wednesday, July 22, during an outreach session with elderly residents at Sunny Isles Housing on St. Croix.

Members of WAPA’s Communications and Customer Service teams connected with several residents to share updates on key projects aimed at strengthening and modernizing the territory’s electrical grid. These included the ongoing installation of composite poles,

the undergrounding of power lines, and WAPA's milestone of being 51% powered by solar energy on St. Croix.

"As WAPA moves toward clean energy and use of battery energy storage systems, we're becoming more resilient — so we can keep the lights on with fewer and shorter interruptions," said Shanell Petersen, WAPA's Communications Director. "By reducing the territory's dependence on costly fossil fuels, we also expect to lower overall energy costs which will be a benefit to all of us and the environment."

The team helped residents understand how to read their WAPA bill and explained the *Medical Certificate Form* which allows for temporary continued service for customers unable to pay their bill due to a medical emergency. In addition, WAPA shared how customers can authorize a trusted individual to handle their account using the *Authorization to Release Utility Information* form — a helpful tool for seniors who may want added support in managing their WAPA services.

"Our goal is to make sure customers feel informed, supported, and heard," said Marlene Francis, WAPA's Customer Service Director. "Whether it's helping you understand your bill or connecting you with available resources, such as the E-CAP program, we're here to give you the tools and support you need."

With hurricane season underway, the team closed the visit by sharing storm preparedness tips and encouraging residents to sign up for WAPA Alerts to stay updated during weather emergencies.

This outreach event reflects WAPA's goal to support the community by keeping residents informed, empowered, and connected as we work toward a more resilient and sustainable energy future.

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