



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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WAPA Addresses Ongoing Water Service Challenges in Western St. Croix Amid Extreme Drought Conditions

St. Croix, U.S. Virgin Islands (July 31, 2026) — The Virgin Islands Water and Power Authority (“WAPA” or “the Authority”) understands the hardship caused by ongoing water service challenges in portions of western St. Croix, particularly higher elevation areas of Frederiksted. Prolonged drought conditions causing increased demand on the potable water distribution system continue to affect water pressure and reliability in these communities.

Some customers are experiencing low water pressure, intermittent service, or prolonged outages. As private cisterns run low, more customers are relying on WAPA’s potable water system, placing additional strain on an aging distribution network during a period of increased demand.

WAPA crews continue working daily to maximize available water supply, adjust operations, and restore service where possible. However, dry conditions, increased usage, and existing infrastructure limitations continue to impact reliability.

To mitigate the challenges and increase water storage inventory levels serving western St. Croix, beginning on Monday, August 3, 2026, the standpipe will be reduced to 9:00 a.m. to 3:00 p.m. for water haulers.

"We understand the hardship these service interruptions have caused and remain committed to improving reliability for our customers," said Don Gregoire, Interim Chief Operating Officer of Water Distribution. "Customer conservation during this period is critical. Every gallon saved helps reduce strain on the system and supports the community."

WAPA encourages customers to help conserve available water by:

- Using water only for essential needs.
- Delaying non-essential water use until conditions improve.
- Repairing leaks and preventing unnecessary water loss in homes and businesses.
- Reporting observed leaks on the distribution system at <https://www.viwapa.vi/customer-service/report-outage-or-problem>.

- When purchasing water from a water hauler, considering ordering only what is needed for immediate use rather than filling cisterns to capacity.

Conserving water helps reduce demand on the distribution system and allows available supply to be shared more effectively throughout the affected service area.

WAPA is also advancing the Prudent Replacement Program, a major investment to modernize the St. Croix water distribution system and improve long-term reliability. The program will replace aging and undersized water lines, upgrade pump stations, increase system capacity, and strengthen service reliability during periods of peak demand and drought.

The project reached a key milestone earlier this year when it was advertised for bids by the Virgin Islands Office of Disaster Recovery and the Super Project Management Office (Super PMO). Bids have been received and are currently under evaluation. The project is expected to be presented to the Public Finance Authority Board for consideration in August 2026, with contract execution anticipated later this year.

WAPA appreciates the support and cooperation of customers as crews continue working to maintain service during current conditions while advancing the infrastructure improvements needed for a more reliable water system.

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.