



THE VIRGIN ISLANDS WATER & POWER AUTHORITY CORPORATE COMMUNICATIONS NEWS RELEASE

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Water Production Resumed on St. Croix; Customers Asked to Continue Conserving

ST. CROIX, U.S. VIRGIN ISLANDS (August 30, 2026) — The Virgin Islands Water & Power Authority (“WAPA” or “the Authority”) announces that water production has resumed on St. Croix this evening after confirming through water-quality testing that conditions at the Richmond intake were acceptable for production following the wastewater overflow that was resolved by the Virgin Islands Waste Management Authority (VIWMA) early Sunday morning.

This is a positive step forward, but the work to rebuild the system’s water inventory will take time.

Water levels at the Richmond storage tank are already beginning to improve. Customers in the immediate area should gradually begin to see improved water pressure.

WAPA is intentionally limiting pump capacity as production resumes. This is a calculated step to avoid placing sudden pressure on the aging distribution system, which could cause additional leaks or breaks and quickly deplete the inventory we are working to rebuild.

Customers in Christiansted should begin to see improved water pressure within approximately 4–8 hours.

Customers in Frederiksted and other areas of western St. Croix may experience a longer delay. Water must move through several pump stations, including Contentment or Concordia, before reaching the Kingshill storage tank, which provides gravity-fed service to the western portion of the island.

WAPA is working closely with the Government of the Virgin Islands (GVI), VITEMA, and partner agencies as the territory continues its joint response to the ongoing water situation. Additional contingency measures led by the GVI are also being evaluated, including non-potable water distribution points in key affected areas.

Please continue to conserve

WAPA understands that customers are ready to get back to normal. We ask for continued patience and conservation.

St. Croix remains under extreme drought conditions, placing significant pressure on the territory’s water system. Continued high demand, combined with the age of the distribution system, means that every gallon conserved helps us rebuild inventory and stabilize service.

Customers are asked to:

- **Do not fill cisterns using potable water.**
- **Do not stockpile or store large quantities of potable water.**
- **Postpone non-essential water use**, including washing vehicles, pressure washing and watering lawns.
- **Run washing machines and dishwashers only when full.**

- **Take shorter showers** and avoid letting water run unnecessarily.
- **Turn off faucets** while brushing teeth, shaving and during other activities when running water is not necessary.

WAPA also recognizes the challenge this creates for customers who rely exclusively on cisterns. **Until further notice, WAPA's St. Croix standpipe will remain closed.** Water haulers will need to use alternative water sources.

The Boil Water Advisory remains in effect until further notice.

Customers should **not drink the water without boiling it first.** As a precaution, water intended for drinking, cooking, making ice, brushing teeth and other household uses should be brought to a rolling boil for **one minute** and allowed to cool before use. Bottled water may be used as an alternative.

WAPA will continue to monitor water levels, intake conditions and water quality through daily sampling across the system.

WAPA is asking customers to report leaks on the water distribution system as leaks can quickly undermine the progress being made to rebuild inventory.

Customers can report leaks through [WAPA's online service portal](#) or by calling 340-773-2250, ext. 3065, Monday through Friday, 8 a.m. to 4 p.m.

We know this has been difficult for our customers, and we appreciate your continued patience as we work to restore and stabilize water service.

WAPA will continue providing updates as conditions change. Customers are encouraged to sign up for WAPA Alerts through [Everbridge](#) for the latest information on water service and other Authority updates.

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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.