

The Virgin Islands Consortium

WAPA System Glitch Sends Erroneous Island-Wide Power Outage Message

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ST. CROIX -- A technical glitch in the Integrated Voice Response system (IVR) at the V.I. Water and Power Authority caused an error message to be transmitted to residents about an island-wide service interruption on St. Croix on Saturday, W.A.P.A. announced via press release.

The IVR is an automated system designed to notify customers of service interruptions. At approximately 6 a.m. on Saturday, St. Croix residents began receiving the erroneous message announcing an island-wide service interruption.

WAPA officials have confirmed that there were no planned island-wide interruptions for either district on Saturday, Nov. 5th.

The authority apologized for any inconvenience caused by the system's technical error.

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