

The Virgin Islands Consortium

WAPA Said It Restored 1,250 Residents Territory-Wide On Friday. Here's The Latest Update

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Below, find the Virgin Islands Water and Power Authority's latest power and potable water restoration update.

ELECTRIC SYSTEM

- Across the territory Friday, approximately 1,250 customers were restored.
- ○ On St. Thomas, crews restored some customers in the following areas:
Bolongo Bay Condos, Caret Bay, Crown Mountain, Dorothea, Lindbergh Bay, Scott Free, St. Peter Mountain Road, Skyline Drive, Peterborg, Smith Bay, Ridge Road, Regatta Point and Frydendahl.

- ○ On St. Croix, additional customers were restored in All for the Better, Campo Rico, Clifton Hill, Concordia, La Grande Princesse, La Grange, Plessen, Southgate Villas, Union & Mount Washington, Whim, William's Delight and Work & Rest.
- ○ On St. John, WAPA crews restored additional customers in Grunwald, San Soucci and Cruz Bay, while off-island crews re-energized customers in Chocolate Hole and upper Fish Bay. Other crews restored service in Coral Bay and continued the re-energizing of additional customers in Carolina and Ajax Peak.
- On Saturday, the Valdemar Hill Sr. Drive, "Skyline Drive" on St. Thomas, will be closed to vehicular traffic from 8:30 a.m. – 4 p.m., as crews perform reconstruction work and debris removal. The road closure will be in effect from the intersection of Louisenhoj Castle to the Donoe Bypass. Area residents will be allowed to access their homes during the road closure. Alternate routes are available for motorists who must traverse the area.
- The WAPA Customer Service office on St. John will operate on a limited schedule until further notice. The office will open on Mondays, Wednesdays and Fridays from 10 a.m. to 3 p.m. Due to internet connectivity challenges, limited service will be available at this location. Only checks, certified checks and money orders will be accepted as a form of payment. Cash and credit card payments will not be accepted until further notice. Customers must provide account numbers in order to process all transactions.
- Customers are reminded that homes with temporary roofs (blue roofs) will be restored with electrical service once a licensed electrician has certified, in writing, that the structure is safe to energize.
- If work needs to be done to repair a damaged meter base and/or weather head, customers must call the Emergency Call Center at 340-774-1424 on St. Thomas-St. John or 340-773-0150 on St. Croix. The call centers operate seven days a week, 9 am – 5 pm.

If your electric meter was removed by WAPA personnel to facilitate repairs to either a meter base and/or weather head, once repairs are completed and a licensed electrician certifies the work, in writing, customers are required to notify the Customer Service office. All fees usually associated with meter removal and reconnection have been waived during this restoration period. Customer service offices operate Monday-Friday, 9 am – 4 pm at Sunny Isle on St. Croix and Port of Sale Mall on St. Thomas.

Reconstruction, restoration and hurricane debris removal crews are deployed across the islands. Motorists are asked to exercise caution when driving through the work areas and to heed the directions of flaggers and VIPD officers who are assisting with traffic control.

Residents are reminded of the need to shut off standby generators when line crews are in your neighborhood restoring electrical service. A standby generator has the potential to back feed electricity to the grid which poses a severe safety risk to restoration crews.

POTABLE WATER SYSTEM

- There are six days of emergency water storage on St. John, eight days on St. Thomas, and five days on St. Croix.
- WAPA urges clean-up contractors and homeowners in both districts to exercise caution when piling debris on and around potable water meters. There are a growing number of instances where water meters are being damaged by clean-up equipment grading debris and causing damage to the roadside water meters. The continued damage by heavy equipment poses difficulty in maintaining or restoring potable water service to customers.

OTHER INFORMATION

WAPA telephone contact: St. Thomas – St. John district, 340-774-3552; St. Croix district, 340-773-2250.

Customer Service Offices operate Monday – Friday, 9 a.m. – 4 p.m. at Sunny Isle on St. Croix and at Port of Sale Mall on St. Thomas.

The latest information on the restoration effort is available on the WAPA website, www.viwapa.vi and on Facebook: Virgin Islands Water and Power Authority.