

The Virgin Islands Consortium

With Over 46,000 Customers Restored, WAPA Launches 'No Customer Left Behind' Campaign On St. Thomas And St. Croix

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Beginning today, the Virgin Islands Water and Power Authority will commence a "No Customer Left Behind" campaign on St. Croix and St. Thomas, aimed at reconnecting all customers who can be restored to the electric grid, and who may have been bypassed during the first phase of service restoration.

A similar effort is ongoing on St. John.

“As the territory-wide restoration effort nears completion, the No Customer Left Behind campaign will allow residents in both districts an opportunity to inform WAPA if they have not yet been restored. This includes customers who are either missing service connections to their weather heads, missing meters, or who were bypassed because their weather head and/or meter base was not ready to be reenergized in previous stages of the restoration,” said Clinton Hedrington, Jr., Acting Executive Director / CEO of WAPA.

Three hotline numbers have been established: St. Croix, 340-715-8022, St. John, 340-715-8020 and St. Thomas, 340-715-8021. In addition, WAPA has established texting options for customers to request restoration. Customers can text their account number and request restoration of service to the following numbers: On St. Croix, 340-244-9004 and on St. Thomas – St. John, 340-244-8072. The customer’s information will be collected by a WAPA employee on the respective island, and will then be channeled to the appropriate divisions so restoration can be scheduled.

“The goal is once a customer makes contact with the No Customer Left Behind hotline, assuming all documentation is in order, that customer will be restored within three days,” Mr. Hedrington added.

Customers who cannot experience service restoration within three days will be contacted and provided with a projected restoration date.

As of Monday, more than 46,000 customers have been restored territory-wide, which represents approximately 95% of customers eligible for restoration.