



## Government of the United States Virgin Islands Public Services Commission

[www.psc.vi.gov](http://www.psc.vi.gov)  
[psc.info@psc.vi.gov](mailto:psc.info@psc.vi.gov)



### **FOR IMMEDIATE RELEASE**

Friday, January 26, 2024

Media Contact:

Symra Hendrickson – Public Communication Coordinator

(340) 776-1291

[symra.hendrickson@psc.vi.gov](mailto:symra.hendrickson@psc.vi.gov)

003-24

### **The PSC Testifies Before the 35<sup>th</sup> Legislature**

During a two-day visit to the Virgin Islands Legislature this week, The Virgin Islands Public Services Commission (PSC) appeared before the Committee on Government Operations, Veterans Affairs, and Consumer Protection, chaired by Senator Carla Joseph, and the Committee on Housing, Transportation, and Telecom, chaired by Senator Marvin Blyden.

On day one, the PSC provided testimony on the overview of the agency and its standard operation procedures.

The general purposes of the Commissions are to:

- Ensure that critical public services are provided to all potential customers at a reasonable cost
- Provide the privately or Investor-Owned Utilities (IOUs) with the opportunity to earn a reasonable rate of return on their investment
- Adapt to significant changes in technology, resources, and public policy; and
- Ensure that services are secure, dependable, and, increasingly important, resilient in the face of storms and environmental challenges

Since early 2022, the WAPA Electric LEAC has been frozen at \$0.2222/kWh. Director Setorie stressed in her testimony that the cost of fuel and purchased power has been higher than that rate for most of the past two years. WAPA has not sought to increase the Electric LEAC rate because it would be self-defeating to do so. Director Setorie wants the PSC to be a “driving force behind the adaptability of the Water and Power Authority to integrate alternative energy” and to ensure that the utility provides the best service possible to its customers at the lowest cost.

The PSC is not funded by a direct taxpayer subsidy. The Commission is entirely funded by the entities that are regulated by or appear before the Commission. The entities the PSC regulates are the Virgin Islands Water & Power Authority (WAPA), Viya, Waste Management Authority (WMA), and Liberty/Broadband VI. Director Setorie made sure to make known the effect the non-payment of WMA’s annual assessment is having on the agency’s operations.

On day two, the PSC also provided answers on our role as it pertains to ongoing telecommunication issues in the territory.

**P.O. Box 40 St. Thomas, VI 00804**  
**1003 Estate Ross Suite 4, St.**  
**Thomas, VI, 00802**  
**(340) 776-1291**

**P.O. Box 7360 Christiansted, VI 00823**  
**Estate Carlton Suite 1 & 2 Frederiksted,**  
**St. Croix, VI, 00840**  
**(340) 778-6010**

The most frequently discussed issue for much of this session was the quality of service being delivered by Liberty Wireless VI, formerly AT&T. Since Liberty acquired AT&T's infrastructure, a migration and upgrade process is required to update their operating systems. This migration process has had its challenges and has caused a lot of customer complaints. The PSC held a meeting with Liberty on January 17, 2024, to discuss these matters and their plan of action to address these issues. Liberty plans to have the migration process completed by the end of March and its officials stated that the service "issues should disappear" upon completion.

Learn more about the VIPSC matters and efforts by visiting the Facebook page and website –  
[www.psc.vi.gov](http://www.psc.vi.gov)  
# # #