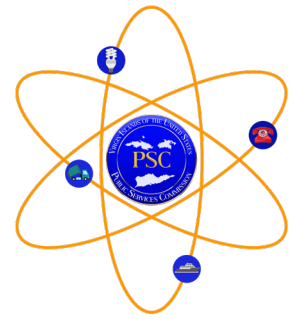




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PSC, WAPA Outline Customer Service Improvements and AMI Modernization Efforts

U.S. Virgin Islands — The Virgin Islands Public Services Commission (PSC), alongside the Virgin Islands Water and Power Authority (WAPA) reviewed ongoing efforts to improve customer service operations, reduce billing complaints, and advance the territory's Advanced Metering Infrastructure (AMI) modernization program during a recent public meeting.

Discussions focused on improving the timeliness and accuracy of billing, strengthening complaint resolution procedures, and accelerating meter replacement efforts throughout the territory.

PSC staff reported continued concerns regarding customer complaints related to estimated billing, delayed account adjustments, meter failures, and response times. Staff recommended the implementation of a formal corrective action plan that includes mandatory reporting requirements, clear timelines for complaint resolution, and additional accountability measures to ensure customers receive timely responses and accurate billing information.

WAPA officials outlined several initiatives currently underway to address these concerns, including the restructuring of customer service leadership, expanded staff training, upgrades to customer information systems, and continued replacement of malfunctioning meters. Approximately 1,000 meters were recently replaced on St. Croix, and WAPA reported that estimated accounts territory-wide have decreased from approximately 27.7 percent in April 2024 to approximately 15.1 percent in April 2026.

WAPA officials also provided an update on the AMI modernization project, which is designed to improve billing accuracy, reduce estimated bills, enhance outage detection, and modernize the utility's metering infrastructure. System integration and testing are currently underway, with the integrated system targeted to go live on August 31, 2026, pending FEMA Environmental and Historic Preservation (EHP) approvals for collector installations. The completion date for the new AMI System is December 2027.

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Under the proposed deployment schedule, meter installations are expected to begin in St. John in September 2026, followed by phased installations in St. Thomas and St. Croix after initial testing is completed. WAPA confirmed that physical meters for the project are already on-island and stored in local warehouses.

WAPA and PSC representatives also agreed to increase coordination meetings between staff, with biweekly or weekly meetings expected as needed to expedite complaint resolution efforts and improve operational oversight.

Additional action items discussed during the meeting include:

- WAPA providing an update to PSC staff by May 15 regarding Customer Bill of Rights postings and billing inserts;
- Submission of timelines for processing outstanding customer adjustments and refunds; and
- Continued reduction of estimated billing through meter replacement and AMI deployment efforts.

PSC hearing examiners and technical consultants further emphasized the importance of timely financial and operational reporting as part of the ongoing electric rate investigation process.

The Virgin Islands Public Services Commission regulates public utilities throughout the U.S. Virgin Islands to help ensure safe, reliable, and reasonably priced utility services for residents and businesses across the territory.

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