



To Our Valued Customers:

POWER RESTORED FOLLOWING EARLY MORNING OUTAGE

Please note that power has been restored to all customers affected by the outage that occurred early this morning (Thursday June 24th). The outage occurred at approximately 4:35 am and affected all customers on mainland St. Vincent.

Our preliminary investigations have revealed that the outage was triggered by a fault linked to an air compressor at the Lowmans Bay Plant, which ultimately caused two of the generators at the Plant to trip. Once the fault was identified, our technical and operations teams commenced work to safely restore the power.

Restoration commenced at 5:14 am and power was gradually restored within three hours. In instances of extended outages, the Company utilises a systematic approach to bring the system back online to ensure there are no further challenges on the network. Supply to all customers was restored at 6:55 am.

As customary, our Engineering team will carry out a thorough investigation of the incident to determine the root cause. The Company continues to work to provide a safe and reliable supply to customers.

VINLEC regrets the inconvenience caused.

