PRESS RELEASE

Government of the Virgin Islands of the United States
DEPARTMENT OF HUMAN SERVICES

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# DHS ISSUES AUTOMATIC SNAP REPLACEMENT BENEFITS FOR STT/STJ POWER OUTAGES

**ST. THOMAS,** U.S. Virgin Islands - The Virgin Islands Department of Human Services **(VIDHS)** Division of Family Assistance **(DFA)** announces that automated replacement benefits for the Supplemental Nutrition Assistance Program **(SNAP)** were successfully loaded onto clients' Electronic Benefit Transfer **(EBT)** cards on Saturday, November 7, 2026.

On Thursday, November 5, 2026, the United States Department of Agriculture **(USDA)** Food and Nutrition Services **(FNS)** officially approved a mass replacement waiver submitted by Commissioner Averil E. George. The waiver addresses the food loss suffered by residents during the prolonged island-wide power outages in the St. Thomas and St. John District that began on October 21, 2026.

"Our priority was ensuring that families who lost perishable food during the outages did not have to jump through administrative hoops to receive the relief they need," said Commissioner George. "By securing this federal waiver, we were able to completely automate the replacement process, bypassing the standard requirement for individual households to visit our offices and sign affidavits."

**Key Details of the Mass Replacement:**

- **Total Impact:** A total of $539,891.00 in replacement benefits was successfully processed and issued to 3,755 active SNAP households.
- **Benefit Amount:** The USDA authorized a mass replacement rate of 30 percent of the regular SNAP benefits received in the month preceding the October 21 outages. Issuances were rounded up to the nearest dollar.
- **Eligible Areas:** The automated replacement targeted active SNAP households residing in St. Thomas and St. John within the following ZIP codes: 00801, 00802, 00803, 00804, 00805, 00830, and 00831.
- **No Action Required:** Eligible clients in the approved ZIP codes received the automated credit directly to their EBT cards without having to submit a food loss affidavit.

The Division of Family Assistance remains committed to supporting the health, well-being, and nutritional security of all Virgin Islanders. DHS extends its sincere gratitude to the Bryan-Roach Administration, the USDA, and the dedicated workers of the DFA Issuance and Certification offices for their swift collaboration and hard work in making this automated relief a reality

**For Questions or Further Assistance:** Please contact your case worker or call the Certification Unit Offices at:

- **St. Croix:** (340) 772-7100 Ext. 7159; 7066; 7012
- **St. Thomas:** (340) 774-0930 Ext. 4303; or (340) 774-2399
- **St. John:** (340) 774-0930 Ext. 4275; (340) 725-6221; or (340) 776-6334

Clients can also check their card balance by calling 1-866-884-2868 or by logging on to the EBT App at www.fisglobal.com/ebtedgemobile. For general information, please visit the Department of Human Services website, www.dhs.gov.vi or on Facebook (https://www.facebook.com/usvidhs).