
Office of Utilities Regulation

DIRECTIVE

DIRECTIVE TO JAMAICA PUBLIC SERVICE COMPANY LIMITED
REGARDING THE RESTORATION OF DAMAGED NETWORK
INFRASTRUCTURE DUE TO THE PASSAGE OF HURRICANE BERYL



OFFICE OF UTILITIES REGULATION

2024 JULY 31

DOCUMENT TITLE AND APPROVAL PAGE		
1. DOCUMENT NUMBER: 2024/ELE/018/DIR.001		
2. DOCUMENT TITLE:		
DIRECTIVE TO JAMAICA PUBLIC SERVICE COMPANY LIMITED (JPS) REGARDING THE RESTORATION OF DAMAGED NETWORK INFRASTRUCTURE DUE TO THE PASSAGE OF HURRICANE BERYL		
3. PURPOSE OF DOCUMENT		
To direct the Jamaica Public Service Company Limited (JPS) to restore damaged network infrastructure due to the passage of Hurricane Beryl in accordance with its Restoration Schedule, and in any event, achieve 100% restoration of electricity to consumers throughout the island of Jamaica by 2024 August 12.		
4. ANTECEDENT PUBLICATIONS		
Publication Number	Publication Title	Publication Date
5. Approval		
This document is approved by the Office of Utilities Regulation and the decisions therein become effective on 2024 July 31.		
On behalf of the Office:		
		
.....		
Ansord E. Hewitt Director-General		
2024 July 31		

OFFICE OF UTILITIES REGULATION

DIRECTIVE

2024/ELE/018/DIR.001

**(Issued pursuant to Section 4 of the Office of Utilities Regulation Act
AND Section 5 of the Electricity Act, 2015)**

IN THE MATTER OF:

**THE RESTORATION WORKS BEING
UNDERTAKEN BY JAMAICA PUBLIC SERVICE
COMPANY LIMITED DUE TO THE PASSAGE OF
HURRICANE BERYL**

AND

THE OFFICE OF UTILITIES REGULATION ACT

AND

THE ELECTRICITY ACT, 2015

AND

THE ELECTRICITY LICENCE, 2016

TO: JAMAICA PUBLIC SERVICE COMPANY LIMITED

WHEREAS:

- A. Pursuant to Condition 2(3) of the Electricity Licence, 2016, (Licence) the Jamaica Public Service Company Limited (JPS/Licensee) shall "provide an adequate, safe and efficient service based on modern standards, to all parts of the Island of

3

Jamaica at reasonable rates so as to meet the demands of the Island and to contribute to economic development”.

B. Condition 6(4) of the Licence requires that the Licensee shall maintain and repair relevant assets throughout the term of the Licence in accordance with good industry practice so as to enable it to meet its obligations under the Licence.

C. Pursuant to section 4(d) of the Electricity Act, 2015 (Electricity Act), the Office of Utilities Regulation (OUR/Office) is responsible for the regulation of the electricity sector generally.

D. Pursuant to section 5 of the Electricity Act, the OUR, where it considers it necessary, may give directions to any licensee with a view to ensuring that the needs of consumers are met. Section 5 of the Electricity Act provides as follows:

“The Office may, where it considers necessary, give directions to any licensee or specified organization with a view to ensuring that –

(a) the needs of the consumers of the services provided by the licensee or specified organization are met...”:

E. Similarly, pursuant to section 4(2)(a) of the Office of Utilities Regulation Act (OUR Act), the OUR, where it considers it necessary, may give directions to any licensee with a view to ensuring that the needs of consumers are met. Section 4(2)(a) of the OUR Act provides as follows:

“The Office may, where it considers necessary, give directions to any licensee or specified organization with a view to ensuring that –

(a) the needs of the consumers of the services provided by the licensee or specified organization are met...”:

F. Additionally, section 4(3)(b), of the OUR Act empowers the OUR to take measures as it considers necessary or desirable to protect the interests of consumers in relation to the supply of a prescribed utility service. Section 4(3) (b) states:

“(3) In the performance of its functions under this Act the Office shall undertake such measures as it considers necessary or desirable to: –

...

(b) protect the interests of consumers in relation to the supply of a prescribed utility service...

- G. On 2024 July 3, Hurricane Beryl, a category 4 hurricane, passed just offshore the south coast of Jamaica bringing high winds, significant rainfall, flooding, and lightning, that caused landslides and downed trees, which led to significant damage to the JPS transmission and distribution network infrastructure. The damage included but is not limited to dislodged poles (with and without transformers), broken conductors, and cross-arms, streetlights and the failure and mal-functioning of various equipment and devices on the network used in the delivery, monitoring and control of electricity service.
- H. The most severely impacted parishes were those closest to the northern eyewall of Hurricane Beryl, that is, St. Elizabeth, Westmoreland, parts of Manchester, Clarendon and Eastern and Western Hanover. The severity and extent of the damage to JPS's electrical infrastructure disrupted supply to customers throughout the island with varying degrees with the most extensive damage occurring in the referenced parishes. The unavailability of electricity supply has impaired the availability of water supply and telecommunications services throughout the island and has impaired the operations of critical facilities such as hospitals, schools, police stations and water irrigation services.
- I. In the aftermath of Hurricane Beryl, JPS embarked on its emergency response and recovery capabilities to return the country to normal operations. The company conducted its preliminary assessment and gave indicative timelines for the restoration of electricity to the affected areas. Subsequently, JPS conducted its detailed assessments and at various intervals, has given timelines for completion of restoration of the affected areas.
- J. JPS's restoration process has been under constant regulatory monitoring. The OUR has had several meetings with the JPS to address certain developments and issues in the system restoration process, including the pace of restoration. The OUR has also conveyed to JPS that in accordance with its licence obligations, all diligence should be employed to expedite restoration.

- K. JPS, having commenced restoration efforts, has made significant progress to restore electricity utilizing its own resources, including the use of local contractors procured before Hurricane Beryl and in the wake thereof. However, in light of the impetus to restore electricity service and to enhance its labour resource capabilities, JPS augmented its own resources with additional local contractors and linemen from regional utility companies, sourced through Caribbean Electric Utility Services Corporation (CARILEC). In addition, JPS has indicated that its labour resource pool will be increased due to the engagement of teams from TCI Fortis, Bermuda, and Manitoba Hydro Electric, Canada through a mutual assistance programme and it is actively pursuing other options.
- L. JPS has also indicated that its capability analysis shows that equipment inventory to effect restoration is adequate.
- M. The OUR is cognizant that the speedy restoration of electricity after a natural disaster is a complex task, and a safe and efficient restoration requires significant logistical expertise, skilled trained and certified workers particularly linemen, and specialized equipment. The OUR, having met with JPS and assessed the situation relative to the needs of customers and consumers, is mindful of the increasing hardship being faced by customers and consumers who are without electricity services, that includes the other utility services, which are dependent on the availability of electricity for an extended period and the continuation thereof.
- N. JPS, has committed to the restoration of priority areas identified by the National Water Commission, such that water can be restored to communities. Further, according to the Hurricane Beryl Restoration Update dated 2024 July 30, as of 2024 July 29, having achieved 96.9% restoration of its customers as set out in **Appendix A**, JPS has indicated that it will restore the supply of electricity to the remaining customers in accordance with the Restoration Schedule set out herein at **Appendix B**, and, in any event the restoration of all outstanding customers throughout the island, subject to the inaccessibility issues faced in the areas specified as Exceptions in the slides included in **Appendix B** (i.e. specified areas/locations in Kingston & St. Andrew, St. James, St. Ann and Hanover) no later than 2024 August 12.

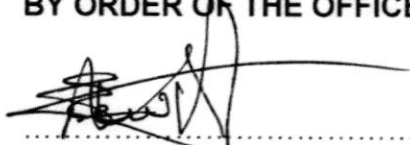
- O. The OUR, having received JPS's restoration updates, has reviewed and interrogated the Restoration Schedule in the context of the assurances given by JPS regarding its labour resource pool and availability of the required equipment. The OUR is also satisfied that at this point enough time has elapsed for JPS to have full grasp of the extent and nature of the damage and disruption to its network, the available resources and the practicable timeline for restoration. As the regulator for the electricity sector generally and JPS being a regulated entity, the OUR is mindful of JPS's obligations to take steps to ensure the reliability, adequacy, safety and efficiency of the service that it provides to the public. The OUR is also mindful of JPS's obligation to repair its network to enable it to meet its obligations under the Licence and to restore power within the shortest practicable time to meet the needs of the consumers. Further, the OUR is cognizant of its obligation to protect the interests of consumers of electricity.

The Office **HEREBY DIRECTS** that JPS **REPAIR** its damaged network infrastructure due to the passage of Hurricane Beryl in accordance with its Restoration Schedule set out in **Appendix B** to **RESTORE** power to its customers, who are currently without electricity and, in any event, **ACHIEVE** 100% restoration of electricity to consumers throughout the island of Jamaica, subject to the inaccessibility issues faced in the areas specified as Exceptions in the slides included in **Appendix B**, by **2024 August 12**.

TAKE NOTICE that failure by JPS to comply with this Directive within the time specified herein, will render it liable to enforcement action pursuant to section 9 of the OUR Act.

AND TAKE FURTHER NOTICE that this Directive becomes effective on the 31st day of July 2024.

BY ORDER OF THE OFFICE OF UTILITIES REGULATION



.....
Ansord E. Hewitt
Director-General

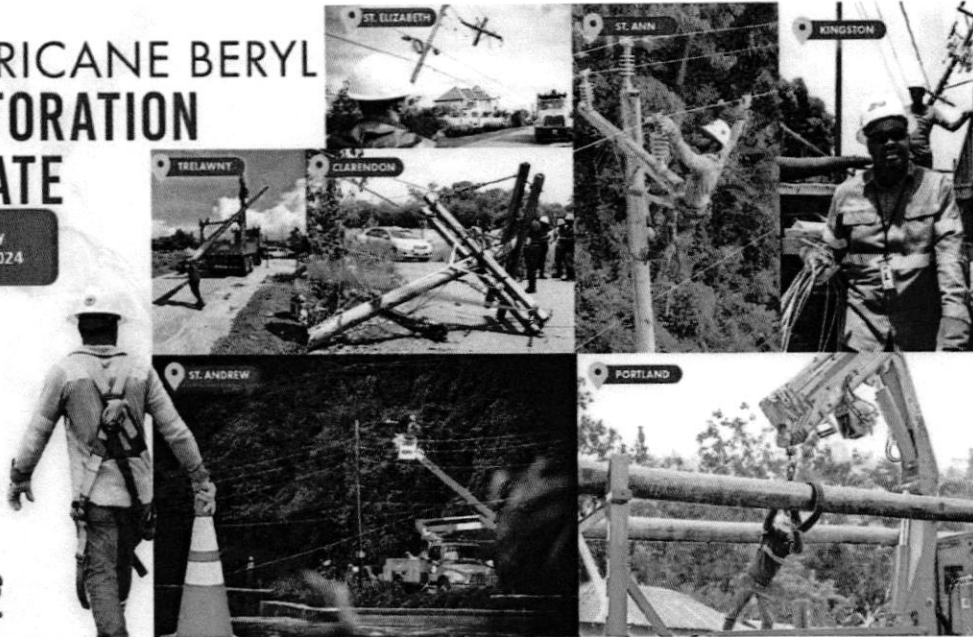
2024 July 31

APPENDIX A

Customers Restored as at 2024 July 29

**HURRICANE BERYL
RESTORATION
UPDATE**

Tuesday
July 30, 2024



Recovering from Beryl | Customers Restored as of July 29th

Powering What Matters

Parish	Customer Base - Parish Distribution	Restoration Status		
		29-Jul-24 (11:00pm)	29-Jul-24 (11:00pm)	29-Jul-24 (11:00pm)
		With Supply	Percentage of customers with supply	Unrestored
Clarendon	47392	46375	97.85%	1017
Hanover	11860	10728	90.46%	1132
KSAN	96303	96283	99.98%	20
KSAS	74620	74620	100.00%	0
Manchester	44015	42836	97.32%	1179
Portland	25491	24907	97.71%	584
Portmore	50803	50803	100.00%	0
St. Ann	50701	50604	99.81%	97
St. Catherine	88626	88352	99.69%	274
St. Elizabeth	37796	23479	62.12%	14317
St. James	50347	50141	99.59%	206
St. Mary	40664	40079	98.56%	585
St. Thomas	21666	21666	100.00%	0
Trelawny	25402	24080	94.80%	1322
Westmoreland	26801	26020	97.09%	781
TOTAL	692,489	670,973	96.9%	21,514

To be updated @ 8:30am July 31, to account for works done on July 30, 2024



APPENDIX B

Restoration Schedule

Parish Restoration Status | KINGSTON & ST ANDREW

Powering What Matters



Unrestored Areas
Aberdeen
Caledonia
Centre Cut
Davis Hill*
Flemstead*
Greenwich, Hardware Gap
Iron River (Mount James)
Jambou Pond
Long Hill
Mount Friendship
Resource District
Temple Hill Rd
Westphalia*

Full Parish Restoration: July 31*

*Flemstead, Davis Hill & Westphalia: vehicles are unable to traverse to these communities and require manual labour to travel with the equipment



Parish Restoration Status | ST CATHERINE



Unrestored Area
Bamboo Ridge
Bartons 7 Miles, T-Off to Bamboo Ridge District
Bellfield Main Road & Wood Hall, T-Off to Wood Hall District
Browns Town
Omeally District
Pear Tree Grove
Salt River Rd, T-Off to Inverness Clarendon
Sandy Ground & Blue Hole Intersection, T-Off to Connors District
Troia, Troia
Woodhall

Full Parish Restoration: July 31



Parish Restoration Status | TRELAWNY



Unrestored Area
Adelphi
Albert Town
Barn stable Main Rd Infront M&B Cook Shop Toward Bamboo Pond
Bourty hall
Brampton
Bunkers Hill, bunkers hill p o
Campbells
Clarks Tun-Hyde Ch St T-Junc Looking to Christian St
Colleyville
Comfort Hall Main Road Looking to Comfort Hall
Dromilly, Deeside P O
Dumfries
Entrance to Wilshire Toward Flemings Bch Apt
Goochell
Jackson town
Kettering
Sauyers
Sherwood Content-Coxwood Rd (Aron's House/Shop) Looking to Wyndoor
Sherwood-Leon Gordons House Looking to Fairtable
Spicy hill
Spot valley
Troy
Ulster Spring

Full Parish Restoration
 Northern: August 2nd
 Southern (areas served by feeders within Manchester): August 12th



Parish Restoration Status | ST JAMES



- Unrestored Areas**
- Anchovy York Bush Ext Lateral to York Bush
 - Anchovy, Anchovy P.O.
 - Bamboo and Old Pen
 - Cambridge
 - Eden to River
 - John's Hall
 - Lethe Ellis Piece
 - Lookout
 - Malfoota Sq Lateral to H/S
 - Marchman Rd Sq Line to Seaforth
 - MT Carey Sq Lateral
 - MT Horeb Sq M/Line to Russes
 - Newman Hall, Sunderland
 - Porto Bello Dr, Pasture Dr Inter T-Off to Pasture Dr
 - Richmond Hill
 - Rocklands Lawson Block Making M/Line
 - Shortwood
 - Seaforth Town
 - York Bethel Town

Full Parish Restoration: August 5*

*Exception: Shettlewood H/S & NWC restoration date: TBD. This is based on inaccessibility due to damaged roadway and swampy work location. JPS has engaged assistance from SAHTI [external party] to repair road.



Parish Restoration Status | ST ANN



- Unrestored Areas**
- Adna Grass, Brown Piece
 - Blowfire
 - Bottom Knappdale to Shawberry
 - Bottom New Ground
 - Bush Park
 - Cardiff Hall - Greenhouse
 - Carnie Maids
 - Clarke Quarry Bamboo
 - Content Lime Hill
 - Cross Road to Tyekon
 - Dewson Town
 - Discovery Bay
 - Eden Bower Road
 - Effield to Lawrence Park
 - Farburn, Carty Hill
 - Helicon
 - Hopewell Bottom/Common
 - Johnny Spring NWC Pump
 - Keith-Albon road, Bottom road
 - Landover Mt
 - Prospect College
 - Queen Hythe
 - Retirement
 - Roaring River Pump
 - Rockfield
 - Rose Hall District - Lewis Main Track
 - Sec of James Hill/ Claude McKay High
 - Sturge Town
 - Thicketts

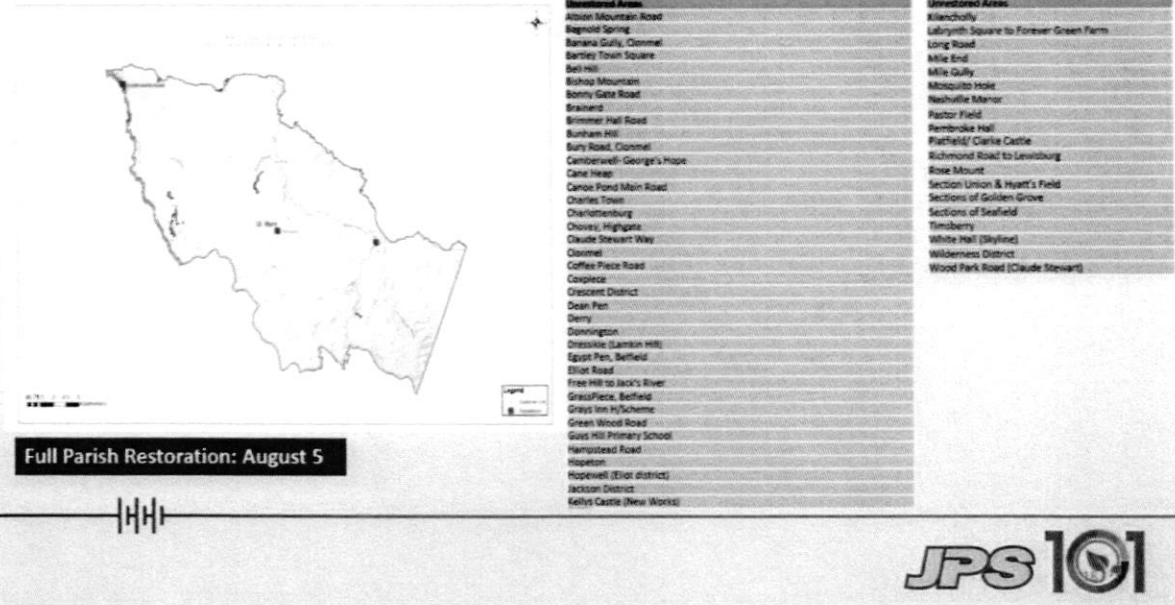
Full Parish Restoration: August 10*

*Exception: Based on an assessment done on the line that supplies the community of Sturge Town in St Ann which is currently fed by the Roaring River 5-210 feeder, the task to have them supplied via that original route will prove to be extremely challenging. This line section is inaccessible by motor vehicles. We have, however, identified a route via the Cardiff Hall 6-310 through Knappdale District to supply this community.



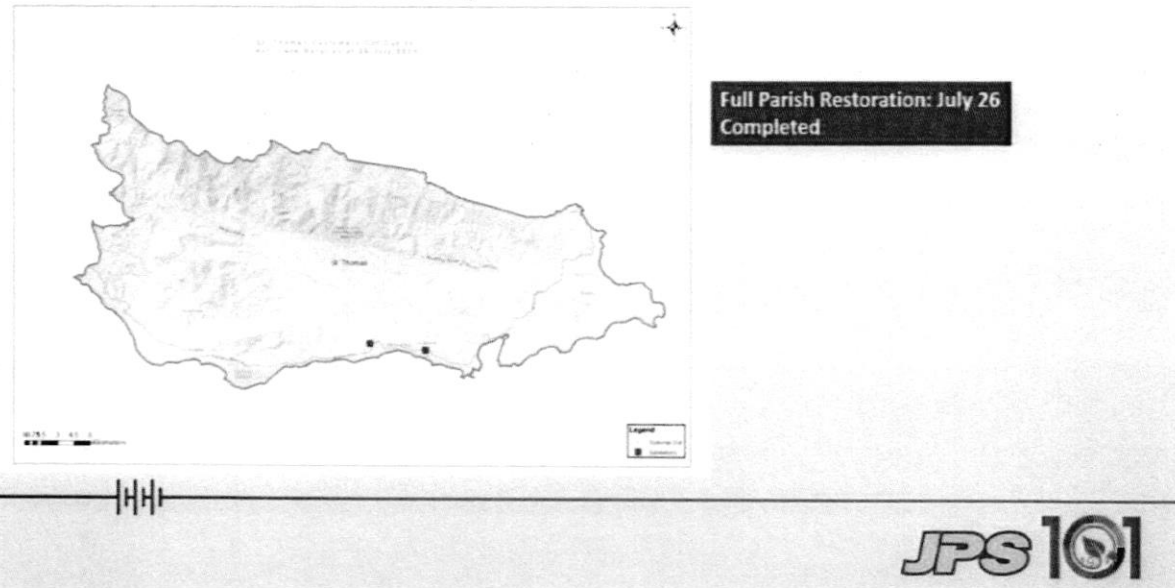
Parish Restoration Status | ST MARY

Powering What Matters

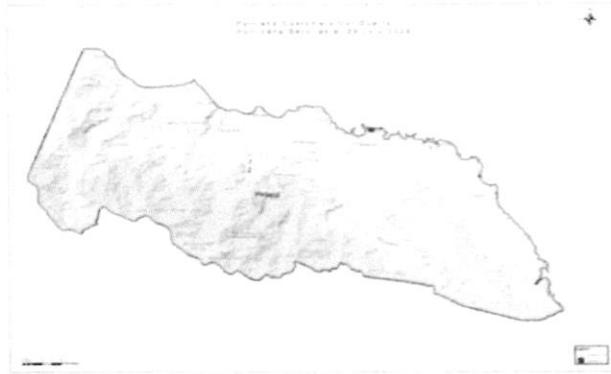


Parish Restoration Status | ST THOMAS

Powering What Matters



Parish Restoration Status | PORTLAND



- Unrestored Areas**
- Belvedere
 - Bourbon
 - Clevery
 - Commodore
 - Cooling Spring, Hope Bay P.O.
 - Coppers Hill
 - Cornwall Barracks, Moore Town P.O.
 - Crystal Springs Main Switch
 - Diamond Ridge
 - Fair Prospect, (Long Bay, Reserve Rd & Fairy Hill)
 - Fairy Hill-All Spice Grove- Silver City Lane to The Sea
 - Ilington
 - Long Road, Thurston Pen P.A.
 - Mt. Pleasant
 - Norwich
 - Norwich Primary Sch.
 - Reserved Road, Williamsfield
 - Rowlandfield Rowlandfield P.A.
 - West Retreat, Port Antonio P.O.
 - Whitehall, Port Antonio P.O.
 - Windsor Castle, Windsor Castle P.O.

Full Parish Restoration: July 31



Parish Restoration Status | ST ELIZABETH

Full Parish Restoration: August 12



- Unrestored Areas**
- Aberdeen Square
 - Balclava
 - Balbrath Valley, Junction P.O.
 - Beacon, Treasure Beach P.O.
 - Belmore Hill, Southfield P.O.
 - Black River
 - Bogus, Bogus P.O.
 - Bransford Hill, Nain P.O.
 - Brighton
 - Brookley, Nain P.O.
 - Bull Savannah, Bull Savannah P.A.
 - Burnt Savannah, Burnt Savannah P.A.
 - Calcutt Bay, Tulestation
 - Candlish, Candlish P.A.
 - Chocolate Hill, Junction P.A.
 - Comma Pen, Comma Pen P.A.
 - Convent
 - Crawford, Crawford P.A.
 - Cutcliffe Hill, Whitehouse P.O.
 - Donkey, Springdale P.O.
 - Eglinton, Eglinton P.A.
 - Esplanade, Esplanade P.O.
 - Exchange Drive, Lower Works Pen
 - Flagman, Flagman P.A.
 - French Park
 - Frenchman's Ditch All Saints Restaurant
 - From Spur Tree Rd Feeding Gilt To French Park
 - Fullerswood, Black River P.O.
 - Gibraltar, Bull Savannah P.A.
 - Grother, Grother P.A.
 - Hector Drive, New Market P.O.
 - Houghton, Ladbroke P.O.
 - Holland Estate, Middle Quarters P.O.
 - Junction

- Unrestored Areas**
- Kinked Towards Sherry
 - Lacovia
 - Leeds Town
 - Leeds Junction P.O.
 - Little Colchester, Whitehouse P.O.
 - Lingswood, Santa Cruz P.O.
 - Lower Works Pen, Black River P.O.
 - Maggotty, Maggotty P.O.
 - Milburn
 - Middle Quarters, Middle Quarters P.O.
 - Middlesex, Middlesex P.A.
 - Milk Gully
 - Montpelier 2/3
 - Montpelier
 - Nain
 - Parishes
 - Pepper
 - Peartsville, Peartsville P.A.
 - Phenixville, Pepper P.O.
 - Phoenix Park Hill, Balclava P.O.
 - Port Sea
 - Prospect, New Seaside P.A.
 - Red Bank, Port Sea
 - Retriever, Burnt Savannah P.A.
 - Ridge Pen, Mountslands P.O.
 - Ridge, Junction P.O.
 - Saint Thomas
 - Santa Cruz
 - Seven Corners, Leeds P.A.
 - South Sea Park, Whitehouse P.O.
 - Southampton, Leeds P.A.

- Unrestored Areas**
- Southfield
 - Spring, Sloban P.O.
 - Spur Tree, Spur Tree P.O.
 - Stevens Run, Nain P.O.
 - Thompson, Thompson P.A.
 - To French Park
 - Top Hill
 - Warrimstar
 - White Hill, Sloban Hill P.O.
 - White House
 - Windsor Hill, Sloban P.O.



Parish Restoration Status | CLARENDON (2 of 2)

Full Parish Restoration:
August 12



- Restoration Areas**
- Santa Maria, Bull Head P.A
 - Savannah Cross
 - Scotts Press (Clarendon Pl. Main Rd to Scotts Press
 - Seavens (Longville Old Rd
 - Shary's Ave
 - Springfield
 - Spur Line to Prestige and Crown Hill
 - Stewart Town to Richmond Park
 - Stewarton, Stewarton P.A
 - Sunbury, Smithville P.O
 - Suttons L/S, Turners P.A
 - Thompson Town
 - Top Crooked River and Crooked River Square
 - Tremont Rd and Long Bridge Ave
 - Trout Hall Square and Park Hill Rd
 - Turners Looking Towards Chapleton
 - Victoria Town, Victoria Town P.A
 - Wakefield, Smithville P.O
 - Wells Lane and Palmers Cr
 - Western Park Road, Weston Park
 - White Chapel Cr at G-N Bridge
 - Windsor Road, Hayes Carrs Park
 - Wood Hall (Coral Park and Wood Hall Intersection
 - Wink Circle Rd, York Pen



Parish Restoration Status | WESTMORELAND

Full Parish Restoration:
August 12



- Restoration Areas**
- Albany H/S
 - Arms
 - Burton
 - Barkside
 - Beaver Spring
 - Big Bridge
 - Bird Mountain
 - Big, Seaman Spring
 - Broughton
 - Camp Seaman Mt.
 - Cold Spring Camp
 - Dale Land
 - Friendship
 - Hamlet
 - George's Plain (Duke Lane)
 - Horn's Race
 - Wentford, Roundfield
 - Hester, Hornet
 - High Gate Caledonia
 - Widdowson
 - Kingfisher
 - John's Bigwoods
 - Long Hill
 - Michels Land
 - Moistland Hill
 - North Gardens in Park Pen
 - Old Road
 - Orange Hill, Mt. Airy
 - Paul's Head
 - Pegg's Barn
 - Peterfield, Barn
 - Porters Mountain
 - Red Hill
 - Redhill
 - Seaman's Hill
 - Shrewsbury White Road
 - Sigs Street
 - Shear Lane
 - Smithfield (Duke Lane)
 - Strawberry
 - Top Union
 - Town Road
 - Turns
 - Wellcome



Parish Restoration Status | HANOVER



Unrestored Areas (Eastern)

Askenish
Axe and Adze
Bessie Baker
Cash Hill
Chambers Pen
Chigwell
Cold Spring
Dundee Pen
Great Valley
Harvey River
Jehrico
Maryland
Patty Hill
Pondside
Porters Mountain
Rock Foot
Thompson Hill

Full Parish Restoration*:
 Eastern: August 12th
 Western: August 5th

- *Exception: Eastern Hanover (Harvey River, Chambers Pen, Dundee Pen, Askenish, Rockfoot) are served by the same JPS circuit. Due to massive infrastructural and road damage, JPS does not have access for the use of heavy vehicles. Restoration date to be determined.
- Western Hanover (Fire Hole) road is currently inaccessible due to a landslide. Restoration date to be determined.



Parish Restoration Status | HANOVER

Full Parish Restoration*:
 Eastern: August 12th
 Western: August 5th



Unrestored Areas (Western)

Barnum Williamsfield
Bathfords Hall
Bays Hill
Burham
Caanan Baulk
CACSON, DIB
Carson Falls Royal Park
COB ROAD
Dalmaly
Dry Hill
Eppins
Esler Hill
Fire Hole
Frost Hill
Grange Hill
Grange
Grange Link to NWC pump
Houghton Court Mountain
Houghton River
Jenkinson Mountain
Kingman Big Top
Kingston Station Road
Lands Road
Martin Gate
Mulgan Mountain
Mount Eagle
Sevensfield Mountain
Padra Place
Pull River
Red Hill Cove
Richmond, Carson
Riverside
Rock Spring
Rose Hill
School not working Hill
St. Simons
Top Williamsfield (Civic Hill)
Upper Rock Spring
Woodchurch

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