



NWC RESTORATION UPDATES

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OUR

HIGHLIGHTS

The OUR notes that the NWC continues restoration efforts across western Jamaica, where systems were severely impacted by power loss following Hurricane Melissa. The parishes of St James, Trelawny, Westmoreland, Hanover, and St Elizabeth remain among the hardest hit, with several major facilities still without electricity.

Despite these challenges, the NWC has maintained service in some areas using generators at key installations such as Martha Brae, Logwood, Roaring River, Bluefields, Newell, Old Pepper, and Luana. Work is ongoing to restore smaller systems in St James and repair the washed-out pipeline at the Great River Intake.

Restoration has been constrained by blocked intakes, landslides, and limited access. The NWC is conducting damage assessments and has reopened select offices using generators to assist customers. Water is also being trucked to critical institutions, including hospitals, health centres, police stations, and JDF facilities, to support essential services.





RESTORATION STATUS

The NWC continues islandwide water supply restoration following the extensive disruptions caused by Hurricane Melissa.

St James:

Repairs to the washed-away Great River Intake pipeline are expected to be completed by week’s end. Generators at Catherine Mount #1 and Reading Spring are supporting operations.

Trelawny:

The New Martha Brae facility remains in service using a generator, supplying several communities.

Hanover:

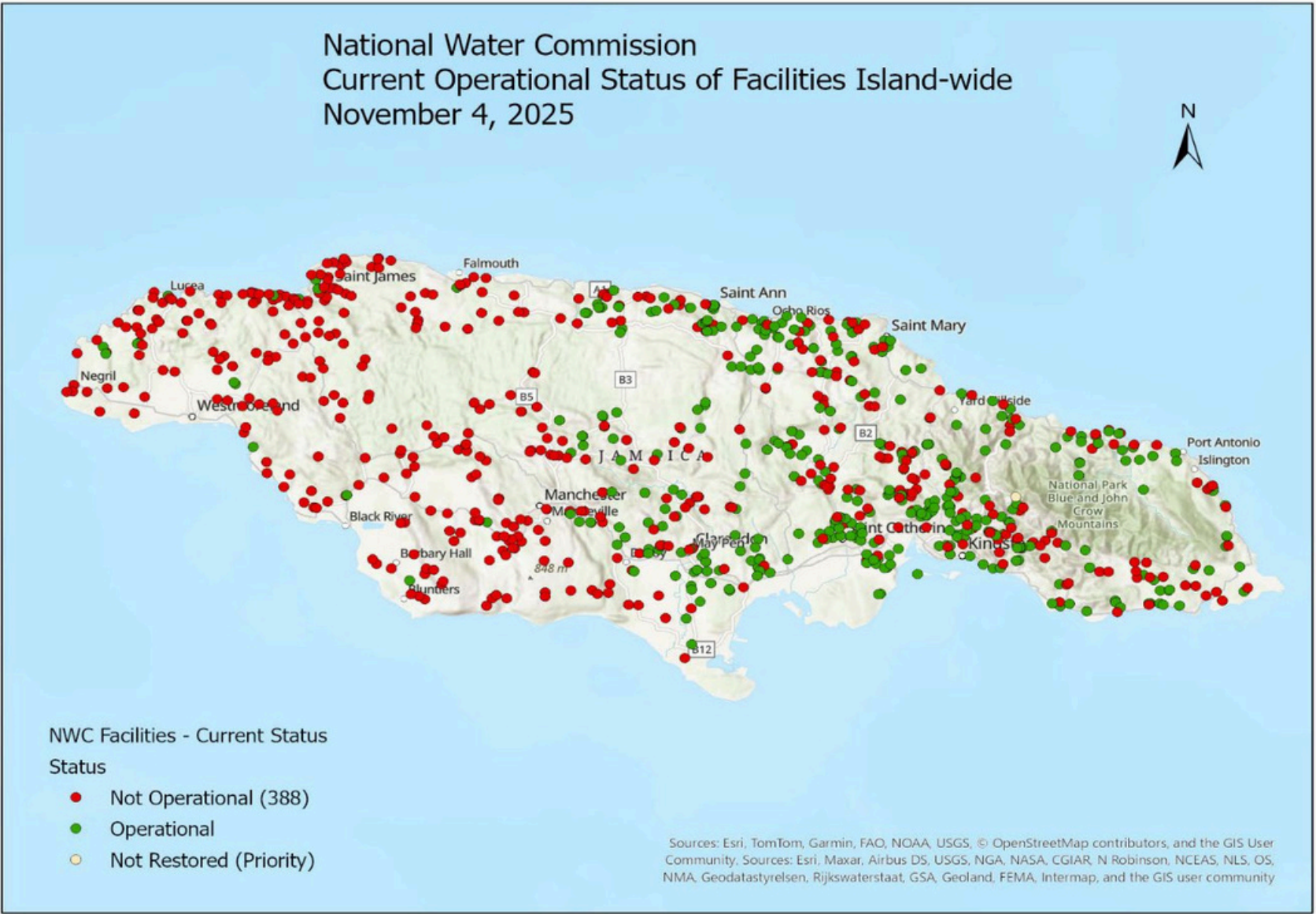
The Logwood Plant is operating with a generator, serving Noel Holmes Hospital and nearby areas.

Westmoreland:

Roaring River is supplying the Savanna-la-Mar Hospital and towns via generator power, while Bluefields operates through gravity feed.

Portland:

Some systems remain affected by turbidity and power loss, but more are returning to operation as electricity is restored.





RESTORATION STATUS

Manchester:

Porus P/S 2 & 3, Broadleaf, and Comfort systems are operational. Gutters and Pepper remain offline, with the Mandeville Hospital receiving trucked water.

St Elizabeth:

Luana, Newell, and Old Pepper systems are functioning with generators, and the Loading Bay supports trucking to affected areas.

Clarendon:

More systems are being restored as power returns across the parish.

St Catherine:

Several systems are back in operation, with restoration continuing as electricity returns.

Kingston & St Andrew:

Water has been restored in major areas served by Constant Spring and Mona Plants, while rural areas remain affected by power and access challenges.

Parish	Total Customers	Customers Not Yet restored	Customers with Supply	% Restored
St. Catherine	120,769	15,224	105,545	87.4
KSA	124,507	25,620	98,887	79.4
St. Ann	30,911	8,636	22,275	72.1
St. James	49,830	27,167	22,663	45.5
Hanover	17,140	10,533	6,607	38.5
Westmoreland	28,722	16,351	12,371	43.1
St. Elizabeth	28,087	20,196	7,891	28.1
Manchester	25,276	19,615	5,661	22.4
Clarendon	43,149	15,540	27,609	64.0
Trelawny	18,314	7,069	11,245	61.4
St. Thomas	22,484	3,650	18,834	83.8
St. Mary	26,856	11,979	14,877	55.4
Portland	15,831	5,112	10,719	67.7
Total	551,876	186,692	365,184	66.2

SYSTEM STATUS

Service disruptions have been primarily caused by:

- High turbidity levels
- Internal electromechanical faults
- Power supply outages
- Infrastructure damage

Most facilities remain out of operation due to the loss of electricity. The NWC is utilising generators where possible to maintain service. The western parishes—Trelawny, St James, Westmoreland, Hanover, St Elizabeth, and Manchester—remain the most affected. In the east, most systems are expected to resume operation once power is restored.

Public communication is being maintained through the NWC's mobile app, social media platforms, WhatsApp channel, and media releases.





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