



# NWC RESTORATION UPDATES

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# HIGHLIGHTS

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From the OUR's perspective, the National Water Commission (NWC) continues to make steady progress in restoring water supply across the island following the severe disruptions caused by Hurricane Melissa. One of the most significant developments is the return of the Minard Well and Relift Station, which has brought water back to several communities in St Ann — a major milestone for a parish that experienced some of the heaviest impacts.

Islandwide, restoration efforts remain active, with notable improvements emerging particularly in the western parishes. In Hanover, the resumption of electricity at key systems has allowed Orchard #1, Orchard #2 and Seaview to return to service, while work continues at Bachelor's Hall to address mechanical issues identified during restart. Westmoreland has also seen gains with the return of the Whitehall system, although operations at Bulstrode remain halted due to generator failure. In St James, several major systems—Rhyne Park #1 and #2, Reading Heights and Salt Spring #1—are back online, contributing to improved supply as electricity stabilises.





# HIGHLIGHTS

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Progress in St Elizabeth remains uneven, with access challenges at the Hannah Spring facility, generator issues at Burnt Savannah and a broken main disrupting operations in Dalintober. Repairs and mitigation efforts continue.

Nationally, the NWC reports that 83.6 percent of customers are now receiving piped water. Restoration in the Eastern Division stands at over 90 percent, while the Western Division is at approximately 63 percent as teams work through access barriers, power instability and extensive damage across 343 facilities. More than 90,000 customers still face inconsistent supply due to these challenges.

To close remaining gaps, additional generators have been deployed to critical sites, and water trucking has been expanded — supported by the recent addition of 12 new trucks to the NWC's emergency fleet. Essential institutions, including hospitals, health centres, security forces and schools, remain top priority as recovery efforts continue.

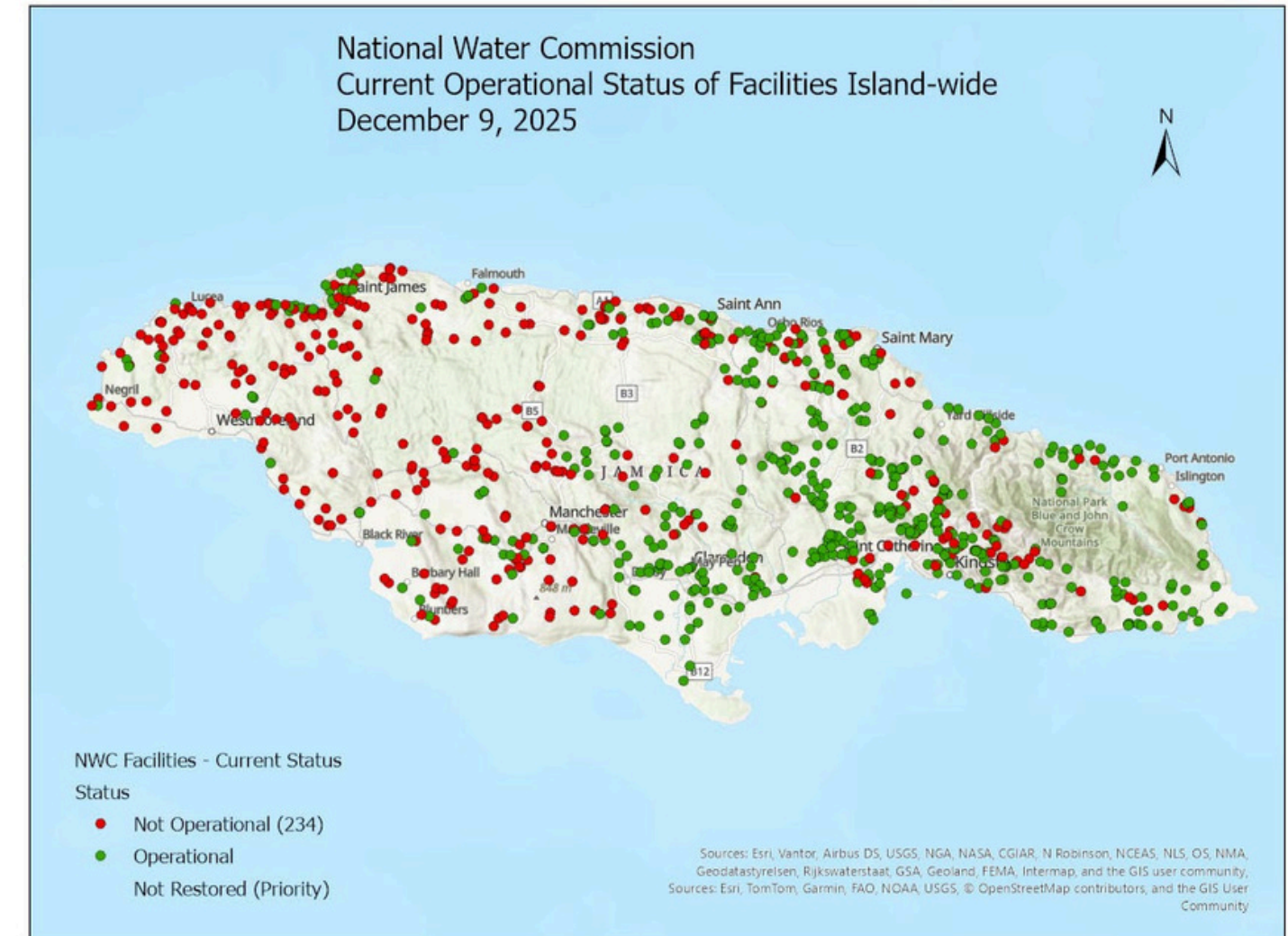




# RESTORATION STATUS

NWC continues to advance across several parishes, with varying levels of service restoration as infrastructure repairs progress and power supply stabilises.

- **St Ann:** The NWC has reported strong progress in St Ann, with the Minard system now operational and restoring supply to Browns Town, Huntley, Liberty Valley, York Castle and surrounding communities.  
*Restoration: 87.1%*
- **Hanover:** Recovery efforts in Hanover continue to advance. Operations have been restored at the Orchard #1, Orchard #2 and Seaview facilities. Electricity has also returned to the Bachelor's Hall system, where teams are addressing outstanding operational issues.  
*Restoration: 58.3%*
- **Trelawny:** In Trelawny, the Martha Brae system remains operational. However, the NWC is awaiting the restoration of electricity at several other facilities before full service can resume.  
*Restoration: 68.0%*
- **St James:** More customers in St James are now receiving piped water following the restart of operations at Rhyne Park #1 and #2, Reading Heights and Salt Spring #1.  
*Restoration: 68.0%*





# RESTORATION STATUS

- **St Elizabeth:** continues to face operational setbacks. The Dalintober facility has been paused due to generator issues, while access challenges linked to road conditions are affecting both Hannah Spring and Dalintober.  
*Restoration: 55.7%*
- **Westmoreland:** Operations at the Bulstrode facility have been halted due to a malfunctioning generator, affecting supply in parts of the parish.  
*Restoration: 65.0%*
- **Manchester:** The NWC has indicated that Manchester is experiencing strong recovery, with most systems in the parish functioning and supporting stable supply.  
*Restoration: 65.0%*

PARISH	Active Systems	Number of Systems Disrupted	Grand Total
CLARENDON	46	12	58
HANOVER	8	27	35
KSA	71	67	138
MANCHESTER	24	2	26
PORTLAND	33	8	41
ST ANN	35	34	69
ST ELIZABETH	14	21	35
ST JAMES	39	45	84
ST MARY	37	13	50
ST CATHERINE	65	24	89
ST THOMAS	35	27	62
TRELAWNY	5	34	39
WESTMORELAND	8	29	37
Grand Total	420	343	763



# SYSTEM STATUS

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## CONNECTIVITY

NWC continues to strengthen connectivity across its operations through the deployment of Starlink technology. The ICT Department has installed and activated fixed Starlink devices at several key NWC offices, including Santa Cruz, Falmouth, Savanna-la-Mar, Lucea, Martha Brae and Bevin Avenue. These installations are supporting improved communication and operational stability as recovery efforts continue.

To enhance field capability, Starlink loaner units have also been assigned to critical teams and personnel, including Maintenance West (Bogue), the Regional Managers for Hanover/Westmoreland, St James/Trelawny, St Elizabeth/Manchester and St Ann/St Mary/Portland, as well as the Vice Presidents for Operations and EDPM. Additional support has been provided to ICT staff based in Montego Bay to strengthen operations in the West, and to both the Western and Eastern Security Departments.



# SYSTEM STATUS



## LOADING BAYS AND WATER STATION LOCATIONS

From the OUR’s perspective, the National Water Commission (NWC) continues to maintain alternative access points for affected customers in the Western Division. Clean, treated water stations remain available at key locations to support communities still experiencing supply constraints. The NWC’s large loading bays also continue to facilitate the filling of water trucks for distribution to hard-hit areas.

In addition, the MV Dawn vessel is actively supplying potable water to communities facing extended disruptions. This state-of-the-art humanitarian vessel, operated by Global Support and Development (GSD), is equipped with a desalination plant capable of producing fresh water and has been providing clean water in Hanover.

Parish	Filling Stations (Wayside Tanks Filled By Trucks)	Standpipes (Direct Feed From Plant Operations)
Hanover	Watford Hill School Ramble Tank facility Chester Castle Square Woodland Square	Lucea Office MacQuarrie Relift Pell River Relift Seaview lift station
Westmoreland	Broughton Strawberry Waterworks Holiness Church	Belmont 2 Whitehouse 2 Long Hill 1 Llandilo 2 Bluefields 1 Frome 1
St James	Norwood	Reading Spring,
Trelawny		Martha Brae Pump Station
St Elizabeth		Luana Old Pepper
Manchester		Porus



# SYSTEM STATUS

## THINGS TO NOTE

From the OUR's perspective, the National Water Commission (NWC) has partnered with Yello Media to provide five-gallon water kegs to residents in the areas most affected by ongoing disruptions. To date, 1,428 of the 3,750 kegs have been delivered to the filling station established at the Spanish Town Water Treatment Plant.

Food for the Poor has also joined the effort and will support the distribution of these kegs to the designated communities. Arrangements for the final distribution are now being finalised.



Water truck filling up at a loading bay in St James.



# SYSTEM STATUS

## GENERATORS

Ongoing water production at several key NWC facilities is being supported by generators as power supply challenges persist. In St Elizabeth, generators are currently operating at Burnt Savannah, Newell, Bogue, Luana, Dalintober, Southampton, Hopewell and Benlomonds. In St Ann, they are sustaining operations at Rosemount, Sturge Town, Moneague and White River.

These generators have been vital in keeping systems online, but they also come with limitations. They require frequent refuelling and regular maintenance, as they are not designed for continuous long-term operation. This can lead to temporary pauses in service, resulting in intermittent interruptions for some customers. The increased fuel demand has also added financial pressure to the restoration effort.







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