

NWC RESTORATION UPDATES

2025 December 22 - 29

our

HIGHLIGHTS

Restoration of potable water services continued to advance island-wide during the period December 22 to December 29, 2025, following the impact of Hurricane Melissa. Despite ongoing technical, electrical and access-related challenges in some communities, sustained recovery efforts have resulted in measurable improvements in service coverage and supply stability across several parishes.

As a result of these restoration gains, national water service coverage increased from approximately 88.5 percent to 92 percent, with an additional 19,000 customers restored to supply. As at December 29, approximately 507,725 households are receiving piped water nationwide.

WESTERN REGION

Progress continued across the Western Division, particularly in St James, where full restoration was achieved in Rose Heights, complementing earlier recoveries across multiple systems and communities. These improvements have significantly expanded access and improved reliability across the parish.

In **Hanover**, several systems returned to operation, improving supply reliability. However, persistent challenges remain at some facilities due to unresolved electricity supply constraints, particularly single-phase power limitations and outstanding issues affecting JPS infrastructure.



HIGHLIGHTS

Westmoreland recorded steady gains, with several major systems maintaining operations and improved reliability following the restoration of electricity at the Bulstrode facility. Nonetheless, multiple systems remain offline due to mechanical issues, clogged filters and access constraints, with water trucking continuing to support affected communities.

In **St Elizabeth**, incremental improvements were achieved, largely supported through generator-powered operations. While several systems remain operational, a number of facilities continue to face disruptions due to pipeline leaks, electrical faults and generator failures, resulting in ongoing challenges for communities such as Treasure Beach.

Trelawny recorded further gains with the return to service of additional wells, supported by continued operations at the Martha Brae facility, benefiting both Trelawny and St James.

EASTERN REGION

The Eastern Division continues to demonstrate strong operational stability, with restoration levels remaining above 90 percent across most parishes. Several systems transitioned from emergency response conditions to more stabilised operations during the reporting period, reflecting the cumulative impact of repair and recovery activities.



HIGHLIGHTS

ONGOING CHALLENGES

Despite overall improvements, approximately 42,310 customers continue to experience intermittent service due to unstable electricity supply, dependence on generators, mechanical failures and access challenges. To mitigate these impacts, the NWC has deployed additional generators, expanded water trucking operations and continues coordination with the Jamaica Public Service Company (JPS) and field maintenance teams.

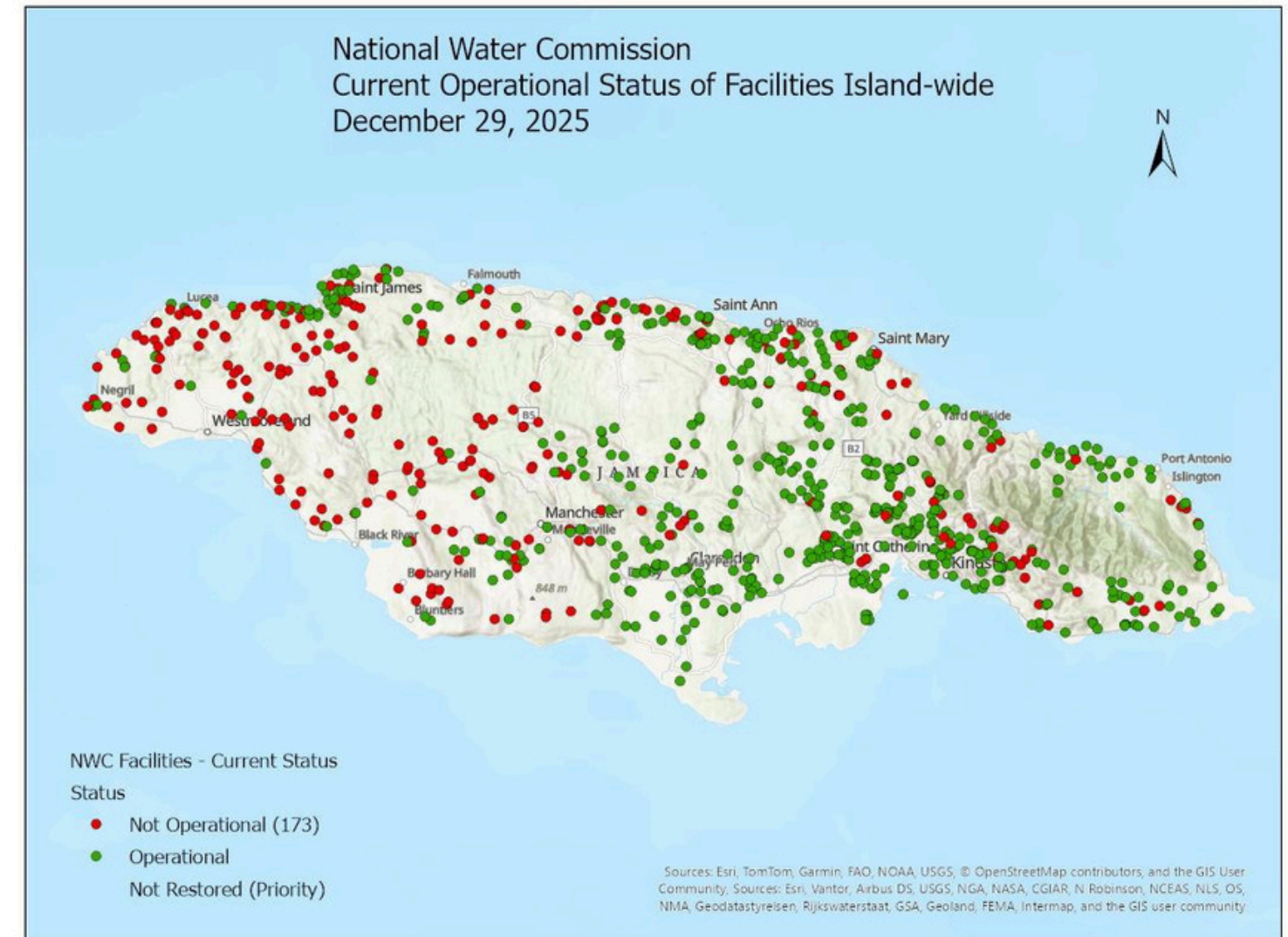
The OUR continues to monitor restoration progress closely, with particular focus on the transition from temporary power solutions to permanent electricity supply and the resolution of outstanding technical challenges in the most severely affected areas.



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:** Progress has been recorded with the resumption of operations at the Moneague and New Ground facilities.
Restoration: 95.7%
- **Hanover:** Operations have resumed at the Sandy Bay Relift, Pell River and Bachelor's Hall facilities.
Restoration: 58.3%
- **Trelawny:** Production has resumed at Queen of Spain #4.
Restoration: 88.0%
- **St James:** Operations have resumed at the Granville and Guava Walk facilities.
Restoration: 92.0%





RESTORATION STATUS

- **St Elizabeth:** Operations have resumed at the Pedro Cross and Hopewell facilities; however, a small number of systems are currently offline.
Restoration: 55.7%
- **Westmoreland:** The Bulstrode facility is now operational following the restoration of JPS electricity supply, while Roaring River #1 is currently offline.
Restoration: 65.0%
- **Manchester:** Further progress was recorded with the Coleyville facility back online, bringing the parish close to full restoration.
Restoration: 99.8%

PARISH	Active Systems	Number of Systems Disrupted	Grand Total
CLARENDON	47	11	58
HANOVER	13	22	35
KSA	138	0	138
MANCHESTER	25	1	26
PORTLAND	33	8	41
ST ANN	40	29	69
ST ELIZABETH	17	18	35
ST JAMES	52	32	84
ST MARY	40	10	50
ST CATHERINE	65	24	89
ST THOMAS	36	26	62
TRELAWNY	15	24	39
WESTMORELAND	8	29	37
Grand Total	529	234	763

SYSTEM STATUS

PARTNERSHIPS

NWC has partnered with Yello Media to support residents in communities impacted by Hurricane Melissa through the distribution of five-gallon water kegs. Of the 3,750 kegs allocated for this initiative, 1,428 were initially delivered to the filling station established at the Spanish Town Water Treatment Plant.

Distribution is now underway, with several hundred kegs already provided to residents in Lacovia and Middle Quarters in St Elizabeth, as well as Grange and Petersfield in Westmoreland. The remaining approximately 2,300 kegs have since been delivered to two staging locations to facilitate wider distribution. One batch was delivered to Spur Tree Stores to serve southern communities, while the remaining batch was delivered to Spanish Town for onward dispatch to the north-western parishes.

NWC OFFICES

All National Water Commission offices have resumed normal operations and are now assisting customers with their enquiries.

Office Location	Status
Mandeville	Open
Santa Cruz	Open
Bevin Avenue	Open
Falmouth	Open
Savanna-la-Mar	Open
Lucea	Open
Spanish Town	Open
Portmore	Open
Clarendon	Open
St Ann’s Bay	Open
Port Maria	Open
Port Antonio	Open
Morant Bay	Open
Marescaux Road	Open



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