



# NWC RESTORATION UPDATES

2026 January 07

OUR

# HIGHLIGHTS

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The Office of Utilities Regulation (OUR) notes the continued progress by the National Water Commission (NWC) in restoring water supply systems islandwide following the passage of Hurricane Melissa. As at January 7, 2026, national service coverage has improved to approximately 93%, with an estimated 40,647 customers (7% of the customer base) still experiencing intermittent or disrupted service.

## Current System Status

- Fully Restored Parishes: Kingston & St. Andrew (including Portmore), St. Mary, Portland, and Manchester.
- Partially Affected Parishes: St. James, Hanover, Westmoreland, St. Elizabeth, Trelawny, St. Ann, Clarendon, and St. Thomas.
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## Key Challenges

- Outstanding power restoration by JPS.
- Mechanical failures at wells and relift stations.
- High turbidity at springs and river sources.
- Road access issues in hilly and flood-impacted communities.



# HIGHLIGHTS

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## Regional Highlights

- Western Region: Significant gains recorded, though isolated disruptions persist in St. James, Hanover, Westmoreland, and St. Elizabeth due to power and mechanical issues. Emergency water trucking continues in affected communities.
- Eastern Region: Restoration levels remain above 90%, with most systems stabilised and transitioning from emergency operations.

## OUR Observations

The OUR acknowledges NWC's efforts to:

- Deploy generators to priority sites.
- Expand water trucking operations.
- Maintain coordination with JPS for power restoration.
- Address mechanical and infrastructure challenges to stabilise supply.

While progress is commendable, OUR continues to monitor recovery activities closely, particularly in western parishes where full restoration remains constrained by electrical and access limitations. OUR will maintain oversight to ensure timely resolution and service reliability for all affected customers.



# RESTORATION STATUS

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

- **St Ann:** Further progress was achieved with restoration at the Higgin Town and Egypt facilities.  
*Restoration: 95.7%*
- **Hanover:** Operations have been restored 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. Gains were made in restoring a section of Rose Heights that was without supply. Additional work is required to address Barrett Town, where approximately 500 meters of the distribution main was washed away.  
*Restoration: 92.0%*



# RESTORATION STATUS

- **St Elizabeth:** Operations have resumed at the Pedro Cross and Hopewell facilities; however, a few systems remain offline.

*Restoration: 55.7%*

- **Westmoreland:** The Bulstrode facility is now functional following repairs to the generator.

*Restoration: 65.0%*

- **Manchester:** Service in Manchester has been fully restored.

*Restoration: 100%*

PARISH	Active Systems	Number of Systems Disrupted	Grand Total
CLARENDON	47	11	58
HANOVER	12	23	35
KSA	138	0	138
MANCHESTER	25	1	26
PORTLAND	31	0	31
ST ANN	46	5	51
ST ELIZABETH	17	18	35
ST JAMES	52	32	84
ST MARY	36	0	36
ST CATHERINE	65	24	89
ST THOMAS	36	26	62
TRELAWNY	15	24	39
WESTMORELAND	5	32	37
<b>Grand Total</b>	<b>525</b>	<b>196</b>	<b>721</b>

# SYSTEM STATUS

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## GENERATORS

The National Water Commission (NWC) continues to deploy generators to sustain operations at several facilities across the island amid ongoing power supply disruptions. These generators have been instrumental in maintaining water production; however, they are not designed for continuous long-term use. As a result, regular maintenance and frequent refueling are required, which can lead to temporary pauses in operation and intermittent service interruptions for some customers. Additionally, the increased need for fuel has placed added financial pressure on operations.

### Facilities Supported by Generators:

- St. Elizabeth: Burnt Savannah, Newell, Bogue, Luana, Dalintober, Southampton, Hopewell, Benlomonds
- St. Ann: Rosemount, Sturge Town
- Trelawny: Clarks Town Deep Well and Relift Station, Queen of Spain #4 (now restored to the JPS grid)



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