

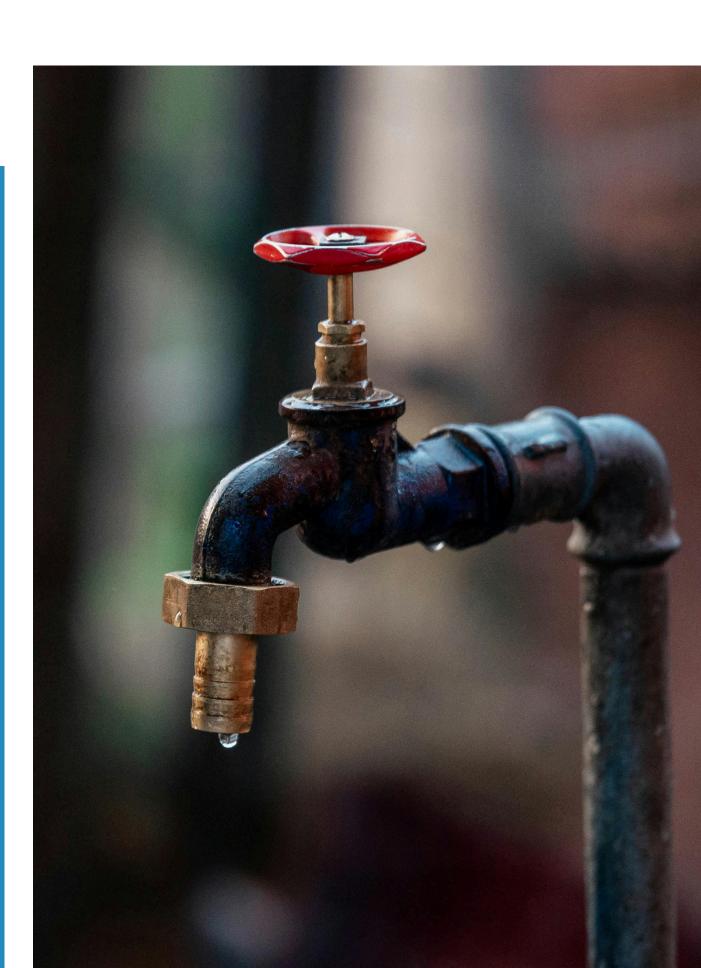
#### E

### HIGHLIGHTS

Restoration work is progressing across the island, with steady improvements in the west. Power has been restored to the Great River Treatment Plant, and once electricity returns to the intake, full operations can resume for customers in St James and Hanover. Black River in St Elizabeth has begun receiving supply through the Dalintober system, which is currently supported by a generator. Power is expected at the Martha Brae facility within 24 to 48 hours, with repairs underway on leaks along the St James pipeline.

Islandwide, approximately 76 percent of customers have water, including those supplied by major systems such as Constant Spring and Mona. Service in the Western Division stands at about 50 percent, compared to over 85 percent in the east. As electricity stabilises, more systems in St Mary, St Catherine, Portland, Manchester, and Clarendon are returning to normal operations. About 140 critical facilities now have power, while another 100 await reconnection.

Challenges remain at more than 490 facilities due to power outages and access issues, affecting roughly 130,000 customers. To ease the impact, generators have been deployed, water trucking has increased, and essential services continue to receive priority. Clean water stations are active in key western communities, including Luana, Reading Spring, Orange Bay, Martha Brae, Great River, Porus, Petersfield, and Bulstrode, with additional support from the MV Dawn vessel.



### RESTORATION STATUS

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

• **St James:** Operations have resumed at the Great River Water Treatment Plant, increasing supply to customers across the parish.

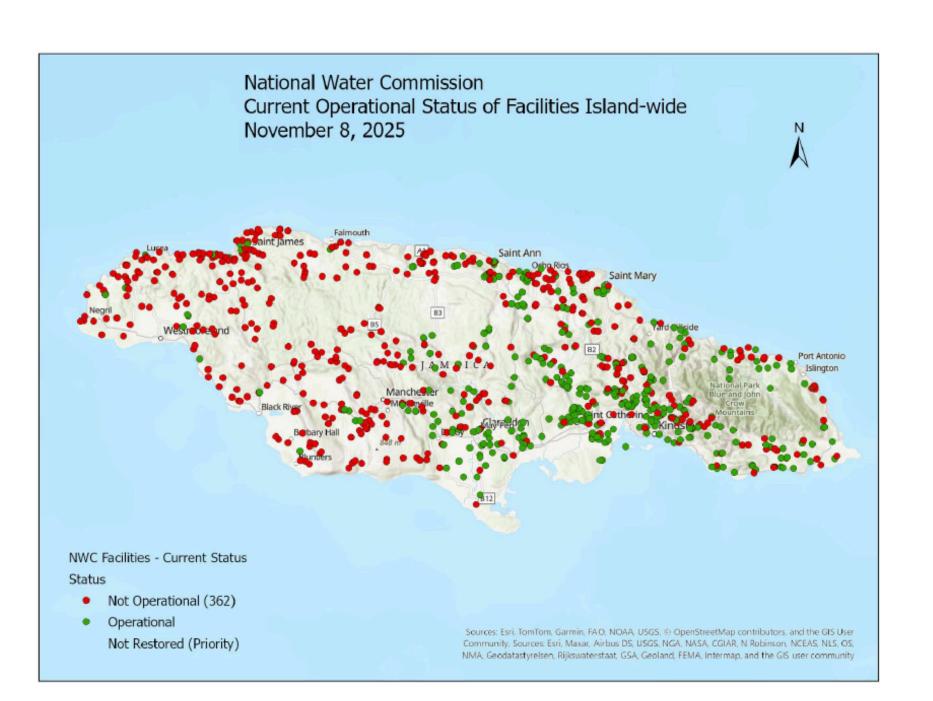
Restoration: 59.8 percent

• **St Elizabeth:** Red Ground, Hannah Spring and Dalintober are now back online, improving service conditions in several communities.

Restoration: 28.1 percent

• **Hanover:** The Logwood facility remains operational following the installation of a replacement generator, supported by additional output from the Kendal system. *Restoration:* 63.3 percent

#### RESTORATION STATUS CONT. NEXT





### RESTORATION STATUS

• **Westmoreland:** The Bulstrode facility is back in operation, adding to the number of functioning systems parish-wide. Other active facilities include Bluefields, Roaring River #1 and #2, and Carawina.

Restoration: 43.9 percent

• **Kingston & St Andrew:** With multiple systems restored, more than 90 percent of customers in Kingston and St Andrew are now receiving regular water supply.

Restoration: 90.5 percent

| Parish        | Total<br>Customers | Customers Not<br>Yet restored | Customers with<br>Supply | % Restored |
|---------------|--------------------|-------------------------------|--------------------------|------------|
| St. Catherine | 120,769            | 8,723                         | 112,046                  | 92.8       |
| KSA           | 124,507            | 11,854                        | 112,653                  | 90.5       |
| St. Ann       | 30,911             | 8,636                         | 22,275                   | 72.1       |
| St. James     | 49,830             | 20,051                        | 29,779                   | 59.8       |
| Hanover       | 17,140             | 6,292                         | 10,848                   | 63.3       |
| Westmoreland  | 28,722             | 16,109                        | 12,613                   | 43.9       |
| St. Elizabeth | 28,087             | 20,196                        | 7,891                    | 28.1       |
| Manchester    | 25,276             | 12,376                        | 12900                    | 51.0       |
| Clarendon     | 43,149             | 10,960                        | 32,189                   | 74.6       |
| Trelawny      | 18,314             | 7,684                         | 10,630                   | 58.0       |
| St. Thomas    | 22,484             | 2,309                         | 20,175                   | 89.7       |
| St. Mary      | 26,856             | 4,623                         | 22,233                   | 82.8       |
| Portland      | 15,831             | 1,015                         | 14,816                   | 93.6       |
| Total         | 551,876            | 130,828                       | 421,048                  | 76.3       |

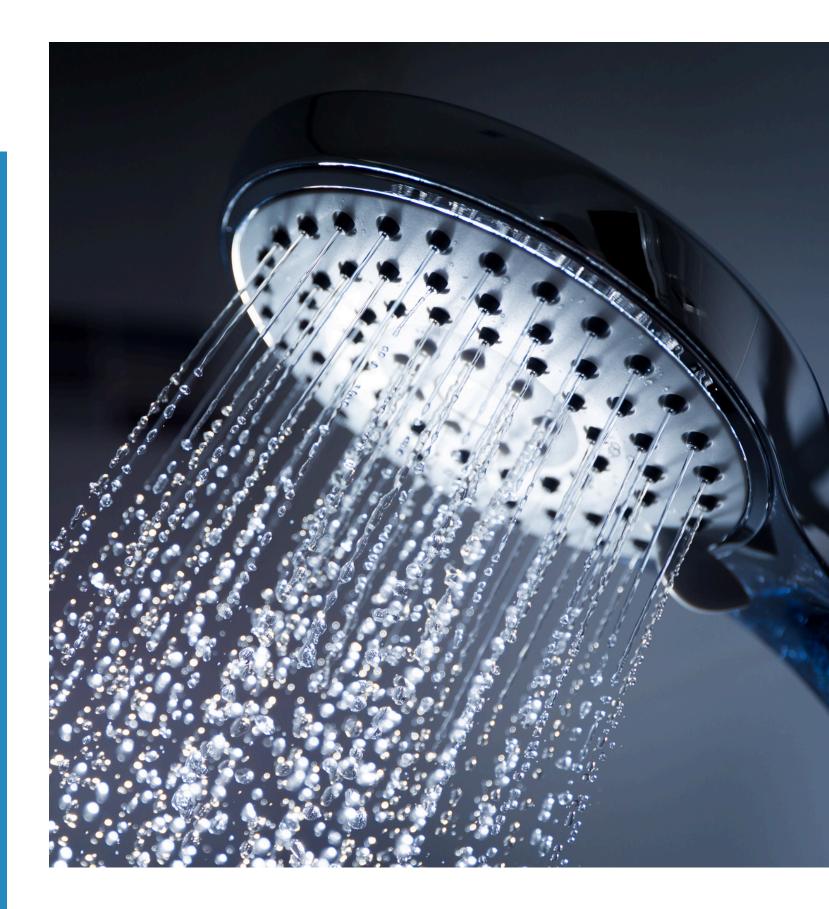
## SYSTEM STATUS

#### CONNECTIVITY

Starlink installations are scheduled for this week at several key locations, including Lucea, Savanna-la-Mar, Santa Cruz, Falmouth, Martha Brae and Bevin Avenue. Connectivity at these sites will depend on the availability of power, whether through generators or the national grid.

The offices in St Ann's Bay, Port Maria and Port Antonio have been assessed, and logistical arrangements are being finalised for installation. Assessment is also underway at the Bogue office in Montego Bay.

To maintain operations and support restoration efforts, Starlink loaner units have been deployed to priority teams and personnel across the western and eastern regions. These include Maintenance West (Bogue), Regional Managers for Hanover and Westmoreland, St James and Trelawny, St Elizabeth and Manchester, and St Ann, St Mary and Portland, along with the Vice Presidents of Operations and EDPM, ICT staff supporting the western region, and the Security Department for both regions.





#### **GENERATORS**

NWC continues to utilise generators to maintain operations at a number of facilities across the island. At this time, roughly 40 generators are supporting potable water systems, with an additional eight assigned to wastewater operations. Capacity has also been strengthened in Hanover through the use of a rented generator at the Logwood Water Treatment Plant.

These units have been essential in keeping systems operational during widespread power disruptions. However, generators are not designed for sustained, long-term use and therefore require ongoing maintenance and frequent refuelling. As a result, some facilities may experience short operational pauses, which can lead to temporary service interruptions for customers. The increased refuelling needs have also created added financial strain due to rising fuel costs.





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