

# NWC RESTORATION UPDATES

2025 November 8



### HIGHLIGHTS

The OUR notes that the National Water Commission (NWC) continues to make steady progress across several parishes in restoring water supply. However, restoration efforts have been impacted by a major setback at the Logwood Water Treatment Plant, following damage to its generator. Repairs or replacement of the equipment are underway, with completion expected within 24–48 hours. In the interim, the NWC is dispatching water trucks to critical institutions and affected communities.

Work is also ongoing at the Great River Intake in St James, where the main pipeline is being replaced and is projected for completion this weekend. As electricity supply is restored, more facilities have resumed operation in Manchester, St Mary, St Catherine, Portland, and Clarendon.

Despite improvements, the NWC continues to face challenges in areas still affected by power outages and access constraints. Generators are being utilised to operate some facilities, while water trucking continues to hospitals, health centres, police stations, and Jamaica Defence Force sites to maintain essential services during the recovery period.



#### RESTORATION STATUS CONT. NEXT

### RESTORATION STATUS

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

• **Hanover**: Water supply remains limited, as operations are constrained by generator damage at the Logwood Water Treatment Plant. The Kendal Pumping Station is currently the only facility in operation.

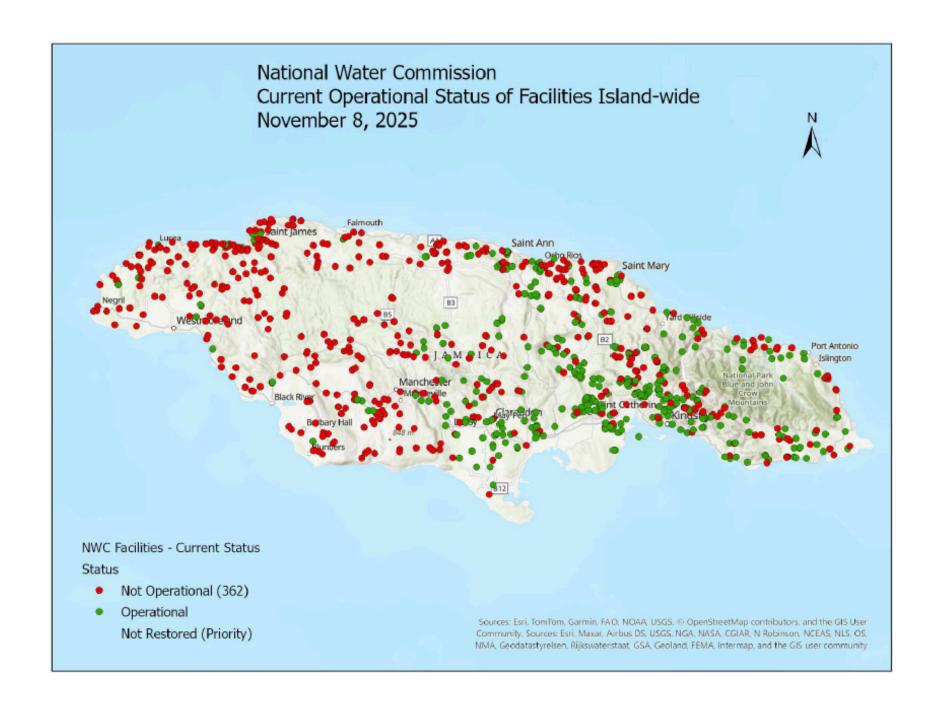
Restoration: 25%

• **St. James:** The NWC has resumed pumping from the Martha Brae facility into St James following repairs to the Lilliput line. Work continues on the main pipeline at the Great River Intake.

Restoration: 45%

• **Trelawny:** The New Martha Brae facility remains operational with generator support, providing water to several communities across the parish.

Restoration: 58%



### RESTORATION STATUS

• **Westmoreland**: Service improvements continue with the Carawina facility now back in operation, supplying more customers in the parish.

Restoration: 28%

• **St. Elizabeth:** Restoration continues with the Hopewell facility brought back online, joining the Luana, Newell, and Old Pepper systems that are now operational through generator assistance.

Restoration: 28%

• **St. Catherine:** Most customers have regained supply as electricity has been restored to key facilities throughout the parish.

Restoration: 93%

• **Kingston & St. Andrew:** Recovery efforts are progressing, with more of the smaller systems restored following the reactivation of major plants at Constant Spring and Mona. *Restoration:* 83%

Parish	Total Customers	Customers Not Yet restored	Customers with Supply	% Restored
St. Catherine	120,769	8,723	112,046	93
KSA	124,507	21,694	102,813	83
St. Ann	30,911	8,636	22,275	72
St. James	49,830	27,167	22,663	45
Hanover	17,140	12,906	4,234	25
Westmoreland	28,722	20,745	7977	28
St. Elizabeth	28,087	20,196	7,891	28
Manchester	25,276	7,576	17,700	70
Clarendon	43,149	12,312	30,837	71
Trelawny	18,314	7,684	10,630	58
St. Thomas	22,484	2,309	20,175	90
St. Mary	26,856	11,979	14,877	55
Portland	15,831	3,594	12,237	77
Total	551,876	165,521	386,355	70

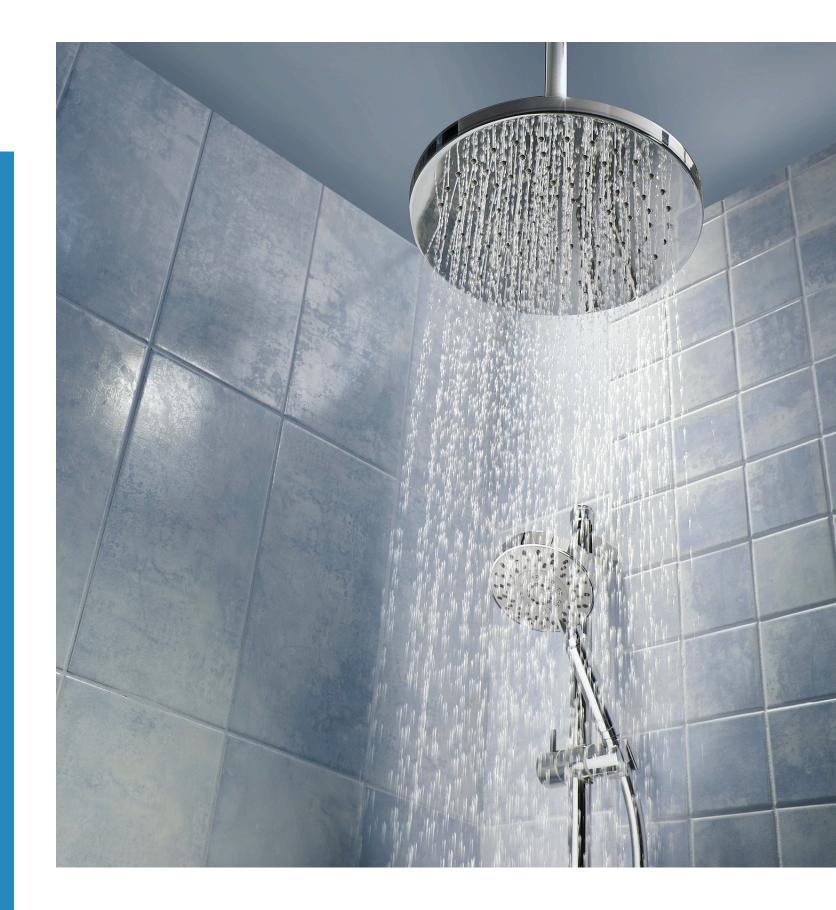
## SYSTEM STATUS

#### CONNECTIVITY

The NWC is set to install Fixed Starlink systems next week at key locations in Lucea, Savanna-la-Mar, Santa Cruz, Falmouth, Martha Brae, and Bevin Avenue. These installations will improve communication and coordination; however, functionality remains dependent on power availability—either from generators or the national grid.

Assessments have also been completed for offices in St Ann's Bay, Port Maria, and Port Antonio, with logistical arrangements now underway for installation. The Bogue office in Montego Bay is also being evaluated.

To ensure operational continuity, Starlink loaner units have been distributed to strategic personnel and teams, including Maintenance West (Bogue), Regional Managers across all parishes, the Vice Presidents of Operations and EDPM, ICT support in Montego Bay, and the Security Departments in both the West and East.



## **SYSTEM** STATUS

#### **GENERATORS**

To mitigate the impact of widespread power outages, the NWC has deployed approximately 40 generators to potable water facilities and eight units to wastewater sites. In the Western Division, rented generators have been installed at Catherine Mount #1 and Reading Spring in St James, with ongoing supplier engagements to secure additional units for priority areas.

While these generators have been essential in maintaining water production, the OUR notes that they are not built for continuous use. Frequent maintenance and refuelling are required, leading to occasional service pauses. Consequently, some customers may experience intermittent supply interruptions as the Commission continues its efforts to sustain operations under challenging conditions.







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