



NWC RESTORATION UPDATES

2026 January 25 - 27



HIGHLIGHTS

The Office of Utilities Regulation (OUR) continues to monitor the National Water Commission's (NWC) restoration efforts following Hurricane Melissa. As at January 27, 2026, approximately 94% of NWC customers islandwide have been restored, representing 518,646 of the 551,876 customers served. Full restoration has been achieved in eight parishes, while recovery efforts remain most intensive in the Western Division.

An estimated 33,230 customers are still without supply, largely due to power-related challenges and mechanical constraints. Measurable progress has been recorded across Westmoreland, Hanover, St James, St Elizabeth and Trelawny, supported by the return to service of several key production and relift facilities. However, generator limitations, electrical issues and single-phase power continue to affect full recovery in some communities. Water trucking remains in place where disruptions persist.



HIGHLIGHTS

Notable gains include the restoration of Roaring River systems in Westmoreland, continued operations at multiple Hanover facilities, sustained output from the Cambridge Water Treatment Plant in St James, resumed operations at Pedro Cross and Hopewell in St Elizabeth, and approximately 94.9% restoration in Trelawny.

The OUR remains actively engaged with NWC and Jamaica Public Service as restoration continues, prioritising the return of full service to affected communities while strengthening system resilience ahead of future climate events.



RESTORATION STATUS

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

- **Hanover:** The OUR confirms restoration at the Kew facility during the reporting period; however, operations remain limited due to a mechanical issue. Power has been restored at the Clifton facility, but the system remains out of operation as a result of single-phase conditions and is awaiting further intervention from Jamaica Public Service (JPS).

Restoration level: 58.3%

- **Westmoreland:** The OUR notes that JPS power has been restored at Roaring River #1 and #2. Generators have also been installed at Whithorn, Caledonia and Barneyside to support ongoing recovery efforts.

Restoration level: 65.0%

- **Trelawny:** The Troy Pumping Station, which serves Troy and New Hope, has been restored with JPS power.

Restoration level: 94.9%

- **St James:** The restoration of the Cambridge system has contributed to further improvements across the parish, with continued technical work underway in remaining affected areas.

Restoration level: 95.2%





RESTORATION STATUS

- **St Elizabeth:** Operations have resumed at the Pedro Cross and Hopewell facilities; however, several systems remain offline.
Restoration level: 55.7%
- **St Ann: Further** gains were recorded with restoration at the Bridge Water facilities.
Restoration level: 97.1%

Parish	Total Customers	Customers Not Yet restored	Customers with Supply	% Restored
St. Catherine	120,769	0	120,769	100.0
KSA	124,507	0	124,507	100.0
St. Ann	30,911	892	30,019	97.1
St. James	49,830	2,369	47,461	95.2
Hanover	17,140	7,140	10,000	58.3
Westmoreland	28,722	9,200	19,522	68.0
St. Elizabeth	28,087	12,455	15,632	55.7
Manchester	25,276	0	25,276	100.0
Clarendon	43,149	234	42,915	99.5
Trelawny	18,314	940	17,374	94.9
St. Thomas	22,484	0	22,484	100.0
St. Mary	26,856	0	26,856	100.0
Portland	15,831	0	15,831	100.0
Total	551,876	33,230	518,646	94

SYSTEM STATUS

The OUR also confirms that all NWC offices have resumed operations and are actively assisting customers with service-related queries.

To support continuity of operations, the OUR notes that NWC's ICT Department has installed and activated fixed Starlink devices at several offices, including Santa Cruz, Falmouth, Savanna-la-Mar, Lucea, Martha Brae and Bevin Avenue. Starlink loaners have also been deployed to key operational teams and regional managers across the Western and Central divisions, along with senior leadership and security teams, to strengthen connectivity and coordination during ongoing restoration efforts.



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