

BULLETIN #12

[MONDAY, NOVEMBER 3, 2025 / 8:00AM UPDATE]

HIGHLIGHTS

- More than **206,000** customers restored, as repair and restoration activities continue in eastern and central parishes
- Some Customers in Clarendon and Manchester now have power supply
- Sixteen (16) major health facilities now with supply
- LNG plants on line – SJPC, Excelerate Energy CHP, Hill Run

RESTORATION STATUS

- **CUSTOMERS RESTORED:** While doing damage assessment, JPS teams are using the opportunity to carry out repairs and restore service to some customers in the parishes with less severe damage:
 - **As at 8:00am on Monday, November 3, JPS had restored service to more than 206,377 customers – in Kingston & St Andrew, St Catherine, St Thomas, Clarendon and Manchester.**
 - Approximately 49.45% of customers are currently without power supply, down from 77% at the start of the restoration.
 - The transmission line to Porus in Manchester is now restored. Lionel Town Hospital is now restored as well as Monymusk Sugar Factory.
 - Power has been restored to major health facilities including:
 - Sixteen (16) institutions in Kingston & St Andrew, St Catherine, St. Thomas, Clarendon and Manchester: KPH, Victoria Jubilee, Princess Margaret, Morant Bay Hospital, National Chest Hospital, St. Joseph's Hospital, Nuttall Hospital, Bustamante Hospital for Children, UHWI, Spanish Town, Linstead Hospital, May Pen Hospital, Mandeville Regional Hospital, Hargreaves Hospital, Port Antonio Hospital and Lionel Town Hospital
- **DAMAGE ASSESSMENT:** Damage assessment has been completed on 49% of distribution feeders across the island. Assessments continue to be impacted by lack of access in several areas. JPS is continuing both aerial and ground patrols. The company will be able to use the information from the damage assessment to begin sharing restoration timelines.
- **RESTORATION TIMELINE:** The company has met its current projection for restoration in St. Thomas, Kingston & St. Andrew, Portmore and St. Catherine as follows:

Parish/Municipality	Target (by 11:59pm Nov. 2)	Actual
Kingston & St. Andrew	90%	96%
St. Thomas	95%	95%
Portmore	90%	95%
St. Catherine	85%	91%

The customers that will remain out in these parishes are those in the most remote, difficult or inaccessible areas or served by sections of the network that have sustained significant damage. Projection for restoration for these areas cannot be made at this time.

SYSTEM STATUS

- **Available Generation Capacity:** At 8:00 AM, approximately 589MW of generation is available, to meet a forecasted peak demand of 360MW at 8:30pm.
- **Renewables:** Current output from JPS Hydros is 0.53 MW - from Constant Spring
- **Natural Gas:** SJPC, Excelerate Energy CHP and Hill Run are on line.

COMMUNICATION & STAKEHOLDER ENGAGEMENT

- Engagement of key stakeholders continues. This includes the participation of JPS representatives in the National and Parish Disaster Committee meetings, provision of updates and ongoing liaison with MPs, local representatives and municipalities, business associations and key customers.
- The voice functionality to our Customer Care Centre is compromised due to infrastructure damage to our main partner Itel BPO. Customers may therefore experience difficulty accessing the toll-free line. Through radio ads and digital channels, customers are being redirected to alternate contact options.
- JPS is sending town criers to a new set of communities in Portland and Clarendon and adding St. Mary and Manchester communities to the list. The message is to assure customers that we are working to get their power to them as quickly as possible, as well as to ask them not to cut up or otherwise interfere with downed poles. Town criers will be deployed to other parishes over the following days.
- Customer education continues, with a focus on:
 - Safety Reminders
 - The importance of Damage Assessment
 - Restoration protocol: Why others might have power and you don't

