

November 3, 2025

# SYSTEM UPDATE

## Hurricane Melissa

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### HIGHLIGHTS FOR TODAY

The systems in the Western Division - St James, Trelawny, Westmoreland, Hanover and St Elizabeth – are still without electricity, severely impacting the operations of the National Water Commission. Nonetheless, the NWC has been able to provide supply to customers via the use of generators at key facilities such as Martha Brae in Trelawny, Logwood in Hanover, Roaring River in Westmoreland, and Luana in St Elizabeth.

It must be noted that when our systems are operating on generator power, there may be intermittent service interruptions, causing customers to be without supply at intervals.

Efforts are being made to bring some of the smaller systems in St James back into operation while work in ongoing to repair/replace the pipeline that washed away at the Great River Intake.

Still, the work of the NWC is being hampered by power outages, blocked intakes, landslides and limited or no access to some of our facilities. Damage assessment at the facilities islandwide are still ongoing.

In addition, more of the commercial offices will be reopened with the use of generators in cases where electricity has not been restored.

Meanwhile, in areas where the supply has not been restored, the NWC has been trucking water to critical facilities like hospitals, health centres, police stations and facilities operated by the Jamaica Defence Force.

### KEY OPERATIONAL UPDATES

#### ST JAMES:

Along with a contractor, the NWC is working to replace the main pipeline that washed away at the Great River Intake. In the meantime, the NWC has installed a generator at Catherine Mount #1 in order to serve some customers in the parish. However, distribution has been paused to fix a leak on one of the lines.

Reading Spring was brought back into operation with the use of a generator but operations were paused to repair a leaking pipeline. A request has also been made for security to be provided for the location.

Damage assessment is ongoing at the other facilities in the parish.

#### TRELAWNY:

The New Martha Brae facility is now operational with the use of a generator. This allows the NWC to supply Falmouth and other major communities like Stonebrook, Florence Hall and Coral Spring. However, other facilities are still being impacted by power outage.

#### HANOVER:

The Logwood Water Treatment Plant is now operational with use of a generator. This means the Noel Holmes Hospital is now being served. Supply is also being provided to several communities in Westmoreland and Hanover, including Negril, Orange Bay, Norman Manley Boulevard and West End.

#### WESTMORELAND:

While most systems in Westmoreland are out of operation, the Roaring River facility is now in functioning with a generator, bringing supply to the Savanna-La-Mar Public General Hospital and other parts of the town centre, as well as Peterfield, Frome, Georges Plain and Darliston. The Bluefields facility is now functioning through gravity feed.

#### PORTLAND:

Most systems in Portland are out of operation due to turbidity and/or power supply issues.

Nonetheless, gradual progress is being made. So far, key systems such as Grants Level, Fruitful Vale, Swift River, Packy River #1, Packy River #2, Turtle Crawle and Hope Bay have commenced distribution

**Table 1. Showing Parish Breakdown of Active and Disrupted systems.**

## MANCHESTER:

A few systems in Manchester are now operational – Porus P/S 2 & 3 wells, Broadleaf and Comfort.

Gutters and the Pepper wells are still offline. Nonetheless, the Mandeville Regional Hospital continues to be served via trucking. Damage assessment ongoing.

## ST ELIZABETH:

The Luana facility in St Elizabeth is now being operated with the use of a generator, bringing well-needed supply to sections of Black River, Middle Quarters, New Holland and other communities. The Loading Bay is also in operation, and this will assist greatly with trucking water.

The Newell Pumping Station and Old Pepper have also resumed operations with the use of generators.

## CLARENDON:

There has been some restoration in Clarendon, particularly at Woodside, Mineral Heights and Curatoe Hill. However, most systems in Clarendon are out of operation.

## ST CATHERINE:

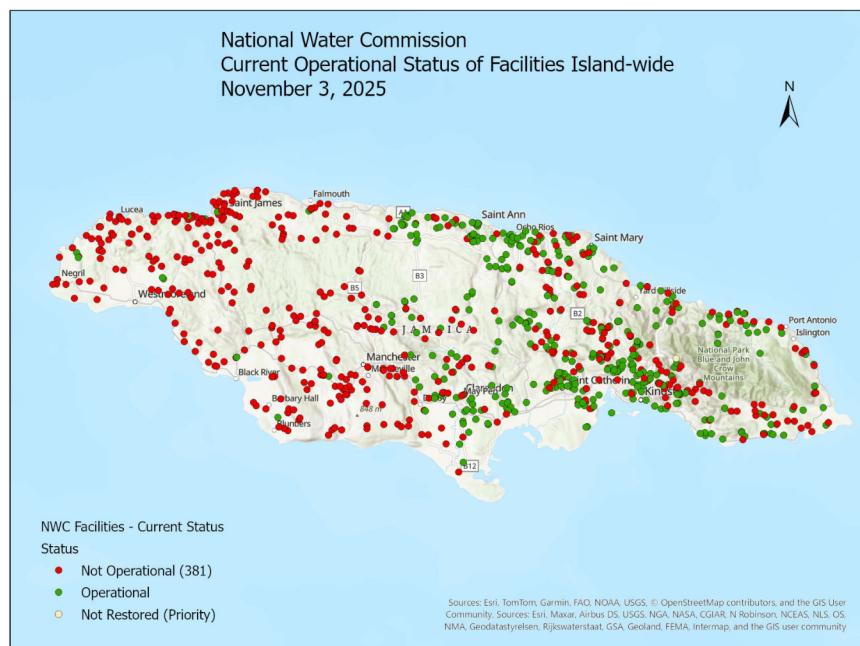
A number of systems in St Catherine are now in operation using electricity or generators.

Restoration efforts are continuing in the parish. However, a significant number of systems are not operational due to power outage.

## KINGSTON & ST ANDREW:

Power has been restored to both the Constant Spring Water Treatment Plant and Mona Water Treatment Plant, which serve most of the customers in the Corporate Area. Significant effort is being made to bring other facilities back into operation, but this work is being hampered by power outage and access challenges, especially in rural communities.

PARISH	Number of Systems Disrupted	Active Systems	Grand Total
CLARENDON	43	15	58
HANOVER	34	1	35
KSA	102	36	138
MANCHESTER	21	5	26
PORTLAND	31	10	41
ST ANN	60	9	69
ST ELIZABETH	32	3	35
ST JAMES	83	1	84
ST MARY	47	3	50
ST. CATHERINE	61	28	89
ST. THOMAS	44	18	62
TRELAWNY	38	1	39
WESTMORELAND	35	2	37
<b>Grand Total</b>	<b>631</b>	<b>132</b>	<b>763</b>



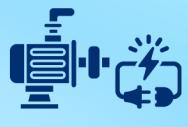


## PARISH BREAKDOWN SHOWING RESTORATION OF SUPPLY

PARISH	TOTAL CUSTOMERS	CUSTOMERS NOT YET RESTORED	CUSTOMERS WITH SUPPLY	% RESTORED
KSA	124507	25620	98887	79.4
St. Ann	30911	8636	22275	72.1
St. Catherine	120769	15224	105545	87.4
Clarendon	43149	15540	27609	64.0
St. Elizabeth	28087	20196	7891	28.1
Hanover	17140	13409	3731	21.8
St. James	49830	27167	22663	45.5
Manchester	25276	19615	5661	22.4
St. Mary	26856	11979	14877	55.4
Portland	15831	6102	9729	61.5
St. Thomas	22484	3650	18834	83.8
Trelawny	18314	7353	10961	59.9
Westmoreland	28722	18480	10242	35.7
	551876	192971	358905	65.0

## OTHER NOTATIONS

### MAIN ISSUES IMPACTING DISRUPTIONS

			
<b>HIGH TURBIDITY</b>	<b>INTERNAL ELECTRO-MECHANICAL ISSUES</b>	<b>EXTERNAL POWER SUPPLY OUTAGES</b>	<b>INFRASTRUCTURAL DAMAGE</b>

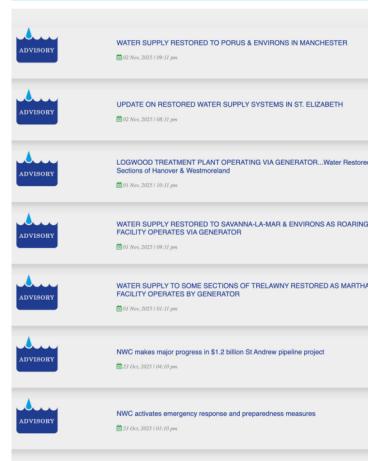
Most of the plants are out of operation due to power outages. Until power is restored, the NWC will use generators to power the facilities where it is possible to do so. The plants most affected are in the Western Division – Trelawny, St James, Westmoreland, Hanover, St Elizabeth and Manchester. In the Eastern Division, most of the plants will be operational once power is restored.

## COMMUNICATIONS IS BEING UNDERTAKEN VIA THE FOLLOWING CHANNELS

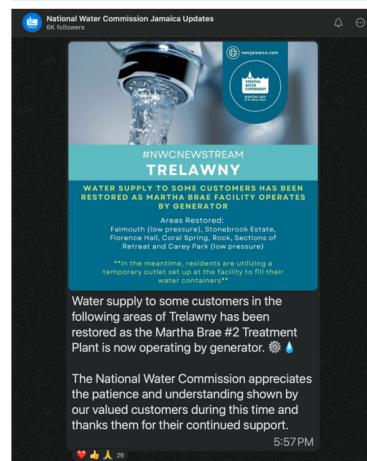
### SOCIAL MEDIA



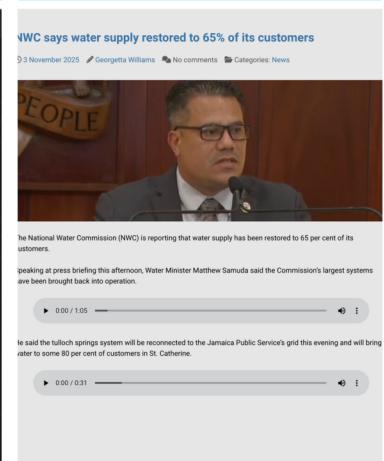
### MOBILE APP UPDATES



### WHATSAPP CHANNEL



### MEDIA RELEASES



## NWC OFFICES

Several NWC offices were damaged during the passage of Hurricane Melissa. The locations have been assessed, and some of the commercial offices will be reopened this week with the use of generators in some cases.

## GENERATORS

The NWC is now actively utilising generators at several facilities. Approximately 40 generators are available for use at potable water facilities islandwide, and another 8 are available for wastewater. The NWC has also engaged suppliers for the rental of generators.

Catherine Mount #1 and Catherine Mount #2 in St James will also be operated with the use of rented generators. A generator was also rented for Reading Spring.

In Clarendon, the team has engaged a supplier to provide a generator for Kemps Hill. While the generators have been useful, there have been challenges as they cannot run the facilities for extended periods. They required maintenance and frequent refueling, forcing the team to pause operations. As a result, there will be service disruption for customers.