

SYSTEM UPDATE - HURRICANE MELISSA

November 4, 2025

Highlights for Today

The National Water Commission (NWC) continues to work steadily to restore water supply systems across western Jamaica, where operations have been severely affected by the loss of electricity following Hurricane Melissa. The parishes of St James, Trelawny, Westmoreland, Hanover, and St. Elizabeth remain among the hardest hit, with several major facilities still without power.

Despite these difficulties, the NWC has managed to sustain water service in a number of communities through the use of generators at key installations, including Martha Brae in Trelawny, Logwood in Hanover, Roaring River and Bluefields in Westmoreland, and Newell, Old Pepper and Luana in St. Elizabeth.

Efforts are also ongoing to bring several smaller systems in St. James back into operation, even as the Commission works to repair the pipeline that was washed away at the Great River Intake, one of the main sources of supply for the area.

Restoration activities have been made more challenging by widespread power outages, blocked intakes, landslides, and limited access to some facilities.

While these issues continue to affect some operations, damage assessments are progressing across the island to determine the full extent of the impact. In areas where electricity has not yet been restored, several NWC commercial offices are being reopened with the support of generators to continue serving customers.

In the meantime, the Commission has been trucking water to critical institutions, including hospitals, health centres, police stations and Jamaica Defence Force facilities, to ensure that essential services remain operational.

Key operational updates

St James:

The NWC is still working to replace the main pipeline that was washed away at the Great River Intake. Completion is expected by the end of the week.

Generators were also installed at Catherine Mount #1 and Reading Spring, which has a Loading Bay.

Trelawny:

The New Martha Brae facility is continuing operations with the use of a generator, allowing the NWC to serve several communities in the parish.

Hanover:

The Logwood Water Treatment Plant is now operational with use of a generator, and has been serving the Noel Holmes Hospital and other large towns and communities in the parish.

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 towns.

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. However, with electricity being gradually restored in the parish, more systems are now operational.

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.

St Elizabeth:

The Luana facility in St Elizabeth is now being operated with the use of a generator, and the Loading Bay has been assisting greatly with trucking water.

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

Clarendon:

Restoration efforts are ongoing in Clarendon, with more systems being brought on stream with the return of electricity.

St Catherine:

A number of systems in St Catherine are now in operation with restoration efforts continuing in the parish as electricity returns to the many communities.

Kingston & St Andrew:

Work is ongoing to restore to service to customers in Kingston and St Andrew. While supply has returned to customers served by Constant Spring Water Treatment Plant and Mona Water Treatment Plant, there are still challenges especially in the rural communities that are still without electricity and/or road access.

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

PARISH	Number of Systems Disrupted	Active Systems	Grand Total
CLARENDON	41	17	58
HANOVER	33	2	35
KSA	95	43	138
MANCHESTER	21	5	26
PORTLAND	23	18	41
ST ANN	58	11	69
ST ELIZABETH	32	3	35
ST JAMES	82	2	84
ST MARY	44	6	50
ST. CATHERINE	45	44	89
ST. THOMAS	41	21	62
TRELAWNY	38	1	39
WESTMORELAND	35	2	37
Grand Total	588	175	763

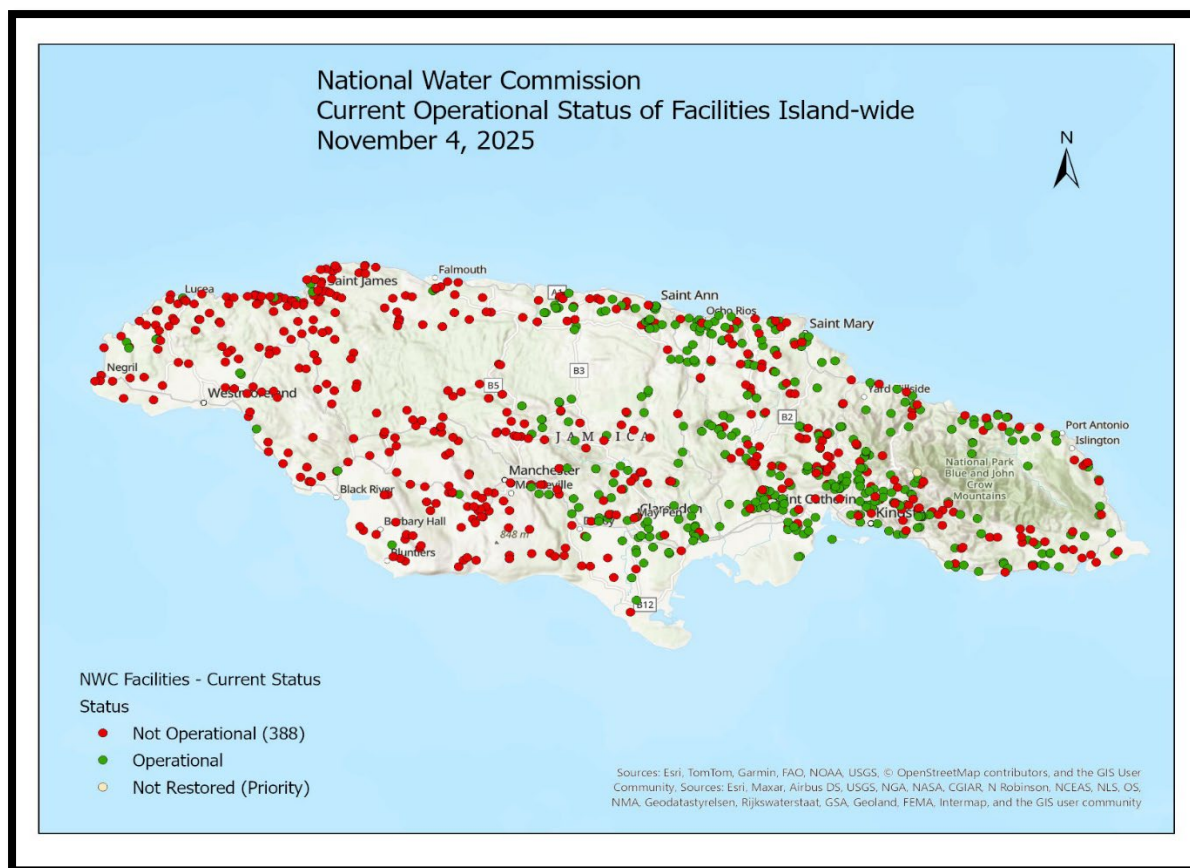


Figure 1. Geographical representation of status of facilities – November 4, 2025

Table 2. Parish breakdown showing restoration of water supply

Parish	Total Customers	Customers Not Yet restored	Customers with Supply	% Restored
St. Catherine	120,769	15,224	105,545	87.4
KSA	124,507	25,620	98,887	79.4
St. Ann	30,911	8,636	22,275	72.1
St. James	49,830	27,167	22,663	45.5
Hanover	17,140	10,533	6,607	38.5
Westmoreland	28,722	16,351	12,371	43.1
St. Elizabeth	28,087	20,196	7,891	28.1
Manchester	25,276	19,615	5,661	22.4
Clarendon	43,149	15,540	27,609	64.0
Trelawny	18,314	7,069	11,245	61.4
St. Thomas	22,484	3,650	18,834	83.8
St. Mary	26,856	11,979	14,877	55.4
Portland	15,831	5,112	10,719	67.7
Total	551,876	186,692	365,184	66.2

Other Notations

❖ Main issues impacting disruptions:

- High Turbidity
- Internal electro mechanical issues
- External power supply outages
- Infrastructural damage

❖ 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:

- Mobile App updates
- Social Media
- WhatsApp Channel
- Media releases

NWC Offices

Several NWC offices in the Eastern Division have resumed operations, while others are closed due to power outage or damage to the location.

Office Location	Status	Issue
Mandeville	Closed	No electricity
Santa Cruz	Closed	No electricity
Bevin Avenue	Closed	Requires repair work
Bogue	Closed	Requires repair work
Falmouth	Open	
Savanna-la-Mar	Closed	Requires repair work
Lucea	Closed	Requires repair work
Spanish Town	Open	
Portmore	Open	
Clarendon	Open	
St Ann's Bay	Open	
Port Maria	Open	
Port Antonio	Open	
Morant Bay	Open	
Marescaux Road	Open	

Generators:

The National Water Commission (NWC) has been actively deploying generators to support operations at several of its facilities across the island. Currently, approximately 40 generators are available for use at potable water facilities, with an additional eight assigned to wastewater operations.

In the Western Division, rented generators have been installed at Catherine Mount #1 and Reading Spring in St. James, while the NWC continues to engage suppliers to source additional units for other key locations.

Although the generators have played a vital role in maintaining water production during the ongoing power disruptions, there have been challenges. These units are not designed for continuous operation and require regular maintenance and frequent refueling, which occasionally forces temporary pauses in service. As a result, some customers may experience intermittent water supply interruptions as the Commission works to keep systems operational.