

Fraudulent website and internet banking login screen related to The Bank of East Asia, Limited

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) wishes to alert members of the public to a press release issued by The Bank of East Asia, Limited relating to a fraudulent website and an internet banking login screen, which have been reported to the HKMA. A hyperlink to the press release is available on the [HKMA website](#).

The HKMA wishes to remind the public that banks will not send SMS or emails with embedded hyperlinks which direct them to the banks' websites to carry out transactions. They will not ask customers for sensitive personal information, such as login passwords or one-time password, by phone, email or SMS (including via embedded hyperlinks).

Anyone who has provided his or her personal information, or who has conducted any financial transactions, through or in response to the website or login screen concerned, should contact the bank using the contact information provided in the press release, and report the matter to the Police by contacting the Crime Wing Information Centre of the Hong Kong Police Force at 2860 5012.

Fraudulent website and internet banking login screen related to Shanghai Commercial Bank Limited

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) wishes to alert members of the public to a press release issued by Shanghai Commercial Bank Limited relating to a fraudulent website and an internet banking login screen, which have been reported to the HKMA. A hyperlink to the press release is available on the [HKMA website](#).

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information, such as login passwords or one-time password, by phone, email or SMS (including via embedded hyperlinks).

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Fraudulent website and internet banking login screen related to China Construction Bank (Asia) Corporation Limited

The following is issued on behalf of the Hong Kong Monetary Authority:

The Hong Kong Monetary Authority (HKMA) wishes to alert members of the public to a press release issued by China Construction Bank (Asia) Corporation Limited relating to a fraudulent website and an internet banking login screen, which have been reported to the HKMA. A hyperlink to the press release is available on the [HKMA website](#).

The HKMA wishes to remind the public that banks will not send SMS or emails with embedded hyperlinks which direct them to the banks' websites to carry out transactions. They will not ask customers for sensitive personal information, such as login passwords or one-time password, by phone, email or SMS (including via embedded hyperlinks).

Anyone who has provided his or her personal information, or who has conducted any financial transactions, through or in response to the website or login screen concerned, should contact the bank using the contact information provided in the press release, and report the matter to the Police by contacting the Crime Wing Information Centre of the Hong Kong Police Force at 2860 5012.

LCQ14: Handling water mains leakage

Following is a question by the Hon Yung Hoi-yan and a written reply by the Secretary for Development, Ms Bernadette Linn, in the Legislative Council today (May 28):

Question:

It is learnt that the issue of water mains leakage in Hong Kong has become increasingly serious in recent years. There are views that the Water Supplies Department (WSD) should address this problem promptly to ensure the efficient use of water resources. In this connection, will the Government inform this Council:

(1) of the total volume of fresh water leaked from private water mains in each of the 18 districts in the territory in the past five years; and the following information on the top 10 private housing courts with the most severe water mains leakage: (i) name; (ii) year of completion; (iii) volume of water leakage involved; (iv) number of Repair Notices (RNs) and Disconnection Notices (DNs) received from the WSD; (v) number of times the water supply was suspended by the WSD; and (vi) repairs to the leaking water mains;

(2) given that according to the WSD's website, the number of RNs issued by the WSD under Section 16 of the Waterworks Ordinance (Cap. 102) (the Ordinance) was around 700 to 1 000 per year in the past 10 years with no apparent downward trend while the number of DNs issued under Section 11 of the Ordinance and the number of disconnection cases under Section 10 of the Ordinance have shown a decreasing trend, whether the WSD has studied the reasons for this situation;

(3) given that according to the WSD's website, the leakage rate of government water mains was approximately 13.4 per cent in 2024, and the WSD has also set a target to reduce the leakage rate to 10 per cent or below by 2030, but there are views that the aforesaid rate fails to cover the leakage situation of all water mains (e.g. leakage from non-government water mains), whether the WSD has plans to consolidate and make public the complete statistics concerned, and give an account of the annual amount of water loss from the water mains in the territory and the reasons for such loss in its annual reports; if so, of the details; if not, the reasons for that; and

(4) whether the WSD has plans to set up a committee to take full responsibility for and handle water mains leakage, and to expedite the implementation of "smart waterworks" through coordinating work across different departments and introducing new technologies, so as to further implement "smart leakage control"; if so, of the details and the timetable; if not, the reasons for that?

Reply:

President,

The Water Supplies Department (WSD) has been striving to enhance the management and maintenance of water mains and apply new technologies to enable effective operation of the water supply networks.

Regarding government water mains, the WSD implemented a territory-wide water mains replacement and rehabilitation programme between 2000 and 2015 to replace and rehabilitate about 3â€000 kilometres long aged water mains (including fresh and salt water mains), thereby raising the operational condition of the water supply networks. Since 2015, the WSD has implemented multi-pronged measures in phases, through establishment of Water Intelligent Network (WIN) and formulation and implementation of risk-based water mains improvement works under a risk-based asset management programme for water mains to continuously maintain the healthiness of the water supply networks and reduce the risks of water main bursts or leaks. Through these measures and efforts over the years, the leakage rate of fresh water mains has dropped from over 25 per cent in 2000 to around 13.4 per cent in 2024.

The replies to various parts of the Hon Yung Hoi-yan's question are as follows:

(1) Regarding the leakage of private fresh water mains (Note), the WSD calculates the volume of water loss in the communal service of a building by deducting the total fresh water consumption recorded by all water meters of individual units in the building from the master meter reading of the building to help monitor the fresh water leakage in the communal service of the building. The WSD has installed master meters in public housing estates across the territory and is currently installing master meters in private buildings in phases. Since not all buildings have been equipped with master meters, the WSD can currently only estimate the leakage rate and total volume of water loss of private fresh water mains over the past five years by referencing the volume of fresh water loss in buildings with master meters installed. The estimated results are as follows:

Year	2020	2021	2022	2023	2024
Leakage rate of water mains	9.6%	9.3%	10.3%	10.9%	11.6%
Total volume of leakage of water mains (100 million cubic metres)	0.97	0.95	1.06	1.14	1.21

As mentioned by the Hon Yung Hoi-yan, the WSD will follow up with the housing estates concerned regarding cases of suspected leakages in private fresh water mains and will issue Repair Notices (RNs) as necessary under section 16 of the Waterworks Ordinance (the Ordinance). If no follow-up action had been taken by the deadline, the WSD will, taking into account the

actual circumstances (e.g. larger scale of repair, more complicated pipe connections which require longer time for project planning and repair arrangement, etc), issue Disconnection Notices (DNs) in accordance with section 11 of the Ordinance for non-compliant cases with the RNs, where no valid justification are provided, to arrange for suspension of water supply to reduce fresh water loss.

The issuance of RNs or DNs to private housing estates involves case-specific circumstances. To avoid public misinterpretation and doubt, we consider it inappropriate to unilaterally provide the names of the housing estates.

(2) In recent years, the WSD has allocated resources to actively follow up the leakage in private fresh water mains. If water loss is identified, the WSD will issue RNs to owners as early as possible, requiring them to properly repair the leaking fresh water mains so as to reduce fresh water wastage. The WSD has also stepped up publicity targeting at property management companies for enabling them to distinguish between the maintenance responsibilities of the inside service in individual flats and that of the communal service in a building. This helps property management companies depict the respective responsibilities to fresh water consumers so that the water mains repair works can be carried out promptly. Also, the WSD actively provides technical support to consumers with difficulties for early compliance of the RNs. According to the WSD's record, most of the consumers have complied with the RNs and repaired the leaking water mains, resulting in a decrease in the number of DNs issued and the number of water disconnection cases executed by the WSD under sections 11 and 10 of the Ordinance respectively.

(3) The WSD has consistently addressed the public concerns on the leakage of government water mains by providing the annual leakage rate of government water mains in its annual reports, and has emphasised the target of reducing the leakage rate of fresh water mains of government network (as a percentage of total water supply) to 10 per cent or below by 2030.

As for the leakage of private fresh water mains, since many private housing estates still do not have master meters installed, the WSD is unable to fully grasp accurate data on the volume of water leakage of private housing estates in Hong Kong. As mentioned earlier, the leakage rate (as a percentage of total water supply) in 2024 was estimated to be approximately 11.6 per cent. We understand that the public is concerned about the leakage of private fresh water mains. As more private buildings progressively install master meters, the WSD will publish the leakage rate of private fresh water mains in future annual reports in a timely manner, following the practice adopted for the leakage rate of government water mains.

(4) The WSD has set up the Standing Committee on Unaccounted for Water, chaired by the Deputy Director of Water Supplies, with functions including monitoring the leakage situation of government water mains and private fresh water mains, and steering and co-ordinating the water loss management work of different divisions within the WSD, etc. In June 2024, the WSD established the Digital Water Office to drive for digitalisation of water supply

services, to formulate and expedite the development of smart water strategy, and to implement a series of digitalisation projects and measures in phases such as the expansion and upgrade of WIN to fully cover the fresh water supply networks and gradually upgrade the sensors for monitoring the water flow and water pressure of water mains to collect real-time data. Advanced Metering Infrastructure systems are also being installed in private buildings to monitor real-time water consumption for early detection of leaking fresh water mains. While the full digitalisation of water supply system is being implemented in a progressive manner, the water loss will be further improved gradually. The WSD will also actively maintain close contact with relevant stakeholders to explore different solutions for facilitating reduction of water loss.

Note: According to the WSD, the leakage of private fresh water mains includes the leakage of the communal service in various buildings (private buildings and public housing estates).

LCQ17: Coping with extreme weather

Following is a question by the Hon Kenneth Leung and a written reply by the Secretary for Development, Ms Bernadette Linn, in the Legislative Council today (May 28):

Question:

There are views pointing out that in recent years, Hong Kong has been affected time and again by localised rainstorms, super typhoons and even very hot weather, thereby exposing the safety as well as lives and properties of members of the public to a greater risk. On coping with extreme weather, will the Government inform this Council:

(1) of the respective numbers of weather warnings and signals issued by the Hong Kong Observatory (HKO) in each of the past five years (set out by type of weather warnings and signals);

(2) in order to cope with extreme weather (including super typhoons and severe rainstorms) that may occur in Hong Kong, of the details of the interdepartmental drills conducted and contingency plans drawn up by various government departments so far this year (including the number of government departments and personnel involved); whether various government departments have put in place a comprehensive contingency mechanism for coping with extreme weather to assist members of the public and disseminate the relevant information in a timely manner;

(3) given that in the past, flooding and landslides frequently occurred in some districts (including Chai Wan, Wong Tai Sin, Wan Chai, Yuen Long and

Tsim Sha Tsui) during rainstorm, whether the authorities have increased the supporting staff for flood and disaster prevention work specifically for those districts; if so, of the details; if not, the reasons for that;

(4) whether the authorities will formulate a mechanism to require the relevant government departments to take corresponding measures in the districts concerned simultaneously when the Localised Heavy Rain Advisory was issued by the HKO, e.g. strengthening local flood monitoring and deploying manpower to clear the drains, with a view to preventing the occurrence of localised large-scale flooding;

(5) given that the 2023 Policy Address indicated that the Drainage Services Department would complete the "Strategic Planning Study on Flood Management against Sea Level Rise and Extreme Rainfall" and develop a forward-looking strategy, of the progress of the relevant work and the findings of the Study; whether the Government has set aside resources for the implementation of the recommendations of the Study and the construction of the relevant infrastructure facilities; and

(6) whether it has further stepped up public education on disaster preparedness, e.g. regularly arranging for members of the public and students to participate in disaster prevention exercise, and teaching members of the public the corresponding measures to take when extreme weather and even natural disasters occur; if so, of the details; if not, whether it will strengthen such efforts in the future?

Reply:

President,

The responses to the various parts of the question are as follows:

(1) Based on the information provided by the Environment and Ecology Bureau and the Hong Kong Observatory, the number of various warnings and signals issued by the Observatory in the past five years is set out below:

(i) Number of Tropical Cyclone Warning Signals issued

Year	2020	2021	2022	2023	2024
No. 1	6	9	8	8	11
No. 3	7	6	8	6	7
No. 8	3	2	6	6	2
No. 9	1	0	0	2	0
No. 10	0	0	0	1	0

(ii) Number of Thunderstorm Warning, Special Announcement on Flooding in the northern New Territories, Rainstorm Warning Signal and Landslip Warning issued

Year	2020	2021	2022	2023	2024	
Thunderstorm Warning	148	155	125	159	189	
Special Announcement on Flooding in the northern New Territories	4	10	4	6	2	
Rainstorm Warning Signal	Amber	30	27	23	37	45
	Red	11	6	2	8	4
	Black	2	2	0	2	0
Landslip Warning	2	2	1	3	1	

(iii) Number of other warning and signal issued

Year	2020	2021	2022	2023	2024	
Strong Monsoon Signal	19	14	21	17	16	
Very Hot Weather Warning	23	32	21	42	28	
Cold Weather Warning	5	3	5	6	7	
Frost Warning	2	6	1	4	1	
Fire Danger Warning	Yellow	37	41	39	39	34
	Red	15	9	20	25	21

(2) After consultation with the Security Bureau and the Home Affairs Department, our reply is as follows:

The Government has implemented the following measures in relation to emergency response mechanisms, interdepartmental drills, and the provision of timely assistance and dissemination of relevant information:

To address extreme weather events, the Security Bureau has formulated the Contingency Plan for Natural Disasters, which sets out the Government's strategies, organisational framework, and alerting system for dealing with natural disasters, as well as the functions and responsibilities of Government bureaux/departments, public utility companies, and non-governmental organisations in the events of natural disasters. When major natural disasters happen, the Security Bureau will immediately activate the Emergency Monitoring and Support Centre to co-ordinate a comprehensive response and collaborate the actions of relevant departments and organisations (including their emergency control centres) to ensure the incidents are handled swiftly and effectively.

In the event of super typhoons or other large-scale natural disasters, the Chief Secretary for Administration will convene an interdepartmental Steering Committee meeting for provisioning high-level co-ordination and supervision in the various stages of preparedness, contingency and recovery as well as setting priorities for various tasks, thereby enabling the normal

daily living of the community to resume as quickly as practicable. If a natural disaster has caused extreme and widespread impacts, such as widespread flooding, severe landslides, or severe disruption to public transportation services, the Steering Committee will consider making an "extreme conditions" announcement to advise members of the public to remain in their original safe locations.

The Security Bureau has been organising interdepartmental drills to enhance communication and collaboration among various government departments under different extreme weather conditions. Through the drills with various testing scenarios, the departments' emergency plans will be refined. As at May 18 this year, the Security Bureau and relevant departments had conducted a total of 10 drills related to extreme weather, involving 33 policy bureaux and departments, with a total of 960 participants. For areas vulnerable to flooding or seawater inundation, the respective District Offices will also conduct interdepartmental drills before the typhoon season to strengthen co-ordination among departments, enhance response capabilities and raise residents' understanding of response arrangements.

The Government will also, as appropriate, disseminate to the public the latest weather forecasts, natural disaster alerts, and related information including flooding, landslides, and traffic arrangements for affected roads through the Information Services Department, the media and social media platforms.

(3) The Drainage Services Department (DSD) is currently taking forward 15 major drainage improvement works and it is anticipated that these projects will be completed progressively by 2030. These projects include works in the abovementioned areas of concern, namely Chai Wan, Wong Tai Sin, Yuen Long, and Tsim Sha Tsui (Note). In recent years, the DSD has also completed a number of minor works in these districts, including improvement works to the drainage systems near Chai Wan Road roundabout and in Wong Tai Sin.

The DSD has identified around 240 locations prone to blockage in Hong Kong. Whenever the Hong Kong Observatory forecasts severe rainstorm, the DSD will arrange and deploy resources to step up their inspections and, where necessary, carry out immediate clearance of blocked drains to ensure proper functioning of the drainage system.

In relation to landslides, apart from conducting regular inspections of slopes under their maintenance responsibilities, relevant government departments need to additionally carry out special inspections for government man-made slopes adjacent to sole accesses to community or important livelihood facilities before each wet season. This helps minimise the potential impact on people's lives due to incidents on these slopes. The relevant inspections were completed before the wet season this year. On the other hand, the Geotechnical Engineering Office will remind private owners to complete all regular slope inspections and the necessary slope maintenance before the onset of wet season through letters, social media posts, television promotional videos, radio broadcasts and media briefings, etc.

(4) The DSD has been working closely with the Hong Kong Observatory and has implemented the "Just-in-time Clearance" arrangement since 2020. Under this arrangement, when the Observatory forecasts severe rainstorms, the DSD will immediately deploy manpower to inspect locations prone to blockage and clear any blocked drains, thereby reducing the risk of flooding during heavy rainstorms. Since 2022, the DSD has taken proactive measures to further enhance its preparatory measures following the Hong Kong Observatory's issuance of the Localised Heavy Rain Advisory. During periods of heavy rainstorms, the DSD, depending on the rainfall severity, will increase the number of emergency response teams to 180 teams. These teams are deployed to various districts to promptly handle flooding incidents so as to minimise the impact of flooding on the public.

The DSD also adopts innovative technologies, including the deployment of powerful pumping robots, piloting artificial intelligence-based flood monitoring systems, and the use of new flood monitoring devices, such as Flood Monitoring Devices, and dissemination of real-time water level information.

(5) The DSD completed the "Strategic Planning Study on Flood Management Against Sea Level Rise and Extreme Rainfall", and the findings and recommendations were presented at the meeting of the Panel on Development held on May 27, 2025. Please refer to the relevant document for details www.legco.gov.hk/yr2025/english/panels/dev/papers/dev20250527cb1-904-4-e.pdf.

(6) To enhance public awareness of disaster preparedness, departments under the Security Bureau carry out publicity and education through websites, social media platforms, and carnival events. In addition, the DSD promotes awareness of the risks associated with extreme weather and the corresponding measures to the public and stakeholders through a variety of channels, including TV promotional videos, publications, and outreach education programmes. The DSD also assists the property management sector to understand appropriate actions to take during flooding incidents. The Civil Engineering and Development Department also formulates action plans to address floods in low-lying coastal areas, maintains communication with residents and raises awareness of climate change through various activities. Furthermore, the Geotechnical Engineering Office promotes public awareness of slope safety through public education and publicity activities, including exhibitions and talks in shopping malls and schools, and providing maintenance advice to private slope owners.

Note: Major drainage improvement works in Chai Wan, Wong Tai Sin, Yuen Long and Tsim Sha Tsui include: (i) Drainage improvement works in Eastern District – phase 1, (ii) Drainage improvement works in Wong Tai Sin, (iii) Yuen Long Barrage Scheme, (iv) Improvement of Yuen Long Town Nullah (town centre section), (v) Drainage improvement works at Yuen Long – stage 2 and (vi) Drainage Improvement Works in Tsim Sha Tsui.