

Water Supplies Department public services arrangements

In view of the latest situation of COVID-19, the Water Supplies Department (WSD) announced today (July 19) that it will provide emergency services and essential public services. The arrangements for affected public services of the WSD commencing tomorrow (July 20) are as follows:

- * The Customer Enquiries Centre (CEC) in Wan Chai will continue to be open with opening hours from 10am to 4pm from Monday to Friday. The CECs in Tai Kok Tsui, Sha Tin, Tai Po and Tuen Mun will be closed;
- * The Document Management Centre located on the 43/F of Immigration Tower, Wan Chai, will continue to receive submissions of documents, including water supply applications and plumbing proposals. Processing of these submissions will be prioritised according to their category, urgency and other factors;
- * The 24-hour Customer Services Hotline (2824 5000) will handle emergency and general enquiries as normal. Enquiries on account matters will be diverted to voice mail and the enquires will be replied to as soon as possible;
- * The H2OPE Centre (Water Resources Public Education Centre) will continue to be closed; and
- * Routine meter readings will be suspended. For customers with the billing cycles of their accounts ending during the period, the WSD will issue water bills to them after resumption of routine meter readings with water consumption assessed according to the last and the latest actual meter readings for the combined period of the relevant billing cycles for issue of the water bills.

The arrangements above will be effective until further notice.