

Water Supplies Department public services arrangements

In light of the extension of special work arrangements for government departments until February 9 to reduce the risk of the spread of the novel coronavirus in the community, the Water Supplies Department (WSD) announced today (February 1) that it will provide emergency and essential as well as basic and limited public services to members of the public. The arrangements for affected public services of the WSD commencing on February 3 are as follows:

- The Customer Enquiries Centre (CEC) in Wan Chai will be open as normal. However, the CECs in Tai Kok Tsui, Sha Tin, Tai Po and Tuen Mun will remain closed;
- The Document Management Centre located on the 43rd floor of the Immigration Tower, Wan Chai, will resume receiving submission of documents, including water supply applications, plumbing proposals, etc. Processing of these submissions will be prioritised according to their category, urgency, etc.;
- 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 those of urgent nature will be replied to as soon as possible;
- The H2OPE Centre (Water Resources Public Education Centre) will remain closed;
- The "Excursion with Water Save Dave" Visiting Programme for individuals and groups will continue to be cancelled; and
- Routine meter readings will be suspended temporarily. The WSD will issue water bills with estimated water consumption to relevant consumers with the billing cycles of their accounts ending during the period.

These arrangements above will continue to be effective until further notice.