

# WSD Water-smart Taskforce uses AI to help customers save water

To strengthen the promotion of water conservation, the Water Supplies Department (WSD) has commissioned the University of Hong Kong's (HKU) Centre for Water Technology and Policy to implement the Water-smart Taskforce Programme from February to early 2026 to offer water-saving advice to customers that have high water consumption. The HKU team will install a high-resolution smart device on top of each selected customer's billing meter to identify causes of high water usage by analysing water usage data of the customer's premise with the aid of artificial intelligence. A tailored report offering water-saving advice and alerts on any potential leaks will be provided for the customer to reduce water consumption and therefore save on water charges.

The WSD has started to invite appropriate customers by mail to join the Programme in batches. Participation in the Programme is free of charge and the number of selected participants is limited. The WSD encourages customers to participate in the Programme upon receipt of an invitation.

By implementation of this Programme, the WSD aims to achieve a reduction in water consumption of 500 000 cubic metres this year, which is equivalent to 200 Olympic-size swimming pools. Earlier, the WSD conducted a trial programme on a smaller scale in Tai O. The trial achieved a 6 per cent reduction in water consumption by the participating families. The result was remarkable.

According to the WSD's big data analysis, water consumption by about 1 per cent of WSD customer groups (including domestic and non-domestic customers) has accounted for over 30 per cent of the city's total water consumption. The Programme is set up to offer tailored water-saving advice to these high-consumption customers so as to reduce overall water consumption. The WSD launched a new round of the water conservation campaign "Save Water Today for a Sustainable Future" in February last year. With the efforts made for nearly one year, per capita domestic fresh water consumption has lowered from about 151 litres per day at the peak during the pandemic to about 133 litres per day now, which is on a par with the pre-pandemic period representing a 12 per cent decrease. This shows that the department's water conservation promotion measures are taking effect progressively.

Details of the Water-smart Taskforce Programme are available on [WSD's dedicated webpage](#). For enquiries on the Programme, please call WSD's 24-hour Customer Enquiry Hotline 2824 5000.