

Latest arrangements for public services of Water Supplies Department

With the Government gradually resuming more public services in a safe and orderly manner, the Water Supplies Department (WSD) said today (August 28) that following its announcement of the public service arrangements on August 21, it will resume the following public services commencing on August 31:

- The Customer Enquiries Centres (CECs) in Sha Tin, Tai Po and Tuen Mun will be reopened while the CECs in Wan Chai and Tai Kok Tsui will continue to be open. The opening hours of the CECs are from 10am to 4pm from Monday to Friday.
- Routine meter readings will resume as normal. However, in order to minimise the risk of the virus spreading, routine meter readings at buildings with recently confirmed or probable cases, and those locations of high risk will continue to be suspended. For customers with billing cycles of their accounts ending during the period but affected by the suspension of the routine meter readings, the WSD will issue water bills to these customers after resumption of routine meter readings for those with water consumption calculated according to the last and the latest actual meter readings for the combined period of the relevant billing cycles.

The arrangements above will remain effective until further notice.