

# Water Supplies Department public services arrangements

In light of the extension of special work arrangements for government departments until February 16 in order to reduce social contacts and the risk of the spread of the novel coronavirus in the community, the Water Supplies Department (WSD) announced today (February 8) that it will provide emergency services and other essential public services, as well as basic and limited-scale public services. The arrangements for affected public services of the WSD commencing on February 10 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 centre will provide limited services for handling licensing matters and applications for urgent reconnection of water supply. For enquiries about account matters, customers should call the WSD 24-hour Customer Services Hotline (2824 5000). 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 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 those of an 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 continue to be suspended temporarily. The WSD will issue water bills with estimated water consumption to relevant customers with the billing cycles of their accounts ending during the

period.

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