

Water Supplies Department public services arrangements

In view of the latest situation of COVID-19, the Water Supplies Department (WSD) announced today (March 22) that it will provide essential, emergency and limited-scale basic public services. The arrangements for affected public services of the WSD commencing tomorrow (March 23) 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 43rd floor 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 those of an urgent nature will be replied to as soon as possible;
- The H2OPE Centre (Water Resources Public Education Centre) will be 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. 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.