

Water Supplies Department to resume some basic public services

The Water Supplies Department (WSD) announced today (April 1) that with a view to resuming public services gradually under the COVID-19 infection control measures in place, the provision of some basic public services of the WSD would be resumed commencing from April 4. The detailed arrangements are as follows:

* The Customer Enquiry Centre (CEC) in Sha Tin will reopen. The opening hours of the CECs in Wan Chai, Tai Kok Tsui and Sha Tin will be from 9am to 5.30pm, Monday to Friday. The CECs in Tai Po and Tuen Mun will continue to be closed.

*The Document Management Centre (DMC) will resume normal opening hours, i.e. from 8.45am to 12.30pm and 1.30pm to 5.30pm, Monday to Friday.

In view of public health considerations, members of the public must wear surgical masks at all times when they enter or are present in the CECs and DMC, and comply with the infection control and social distancing measures implemented by the department including using the "LeaveHomeSafe" mobile application, temperature checks and crowd control arrangements.

The arrangements above will remain effective until further notice. As full-scale services have not been resumed, the processing of various enquiries and applications may take a longer time. For cases with time constraints, applications should be made as early as possible to allow ample time for processing. To reduce social contact, an appeal is also made to the public to minimise visiting the CECs and the DMC in person unless necessary. The public should continue to receive services they need through means such as by post, drop-in boxes, the Customer Services Hotline (2824 5000), email (wsdinfo@wsd.gov.hk) or online channels.