

Water Supplies Department's Customer Enquiry Centres in Tai Po and Tuen Mun to reopen

The Water Supplies Department (WSD) announced today (April 18) that with a view to resuming public services under the COVID-19 infection control measures in place, the Customer Enquiry Centres (CECs) in Tai Po and Tuen Mun will be reopened commencing April 19. The opening hours of the WSD's five CECs will be from 9am 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 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. Notwithstanding the reopening of the CECs, to reduce social contact, 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.