

# WSD to resume most of its public services

The Water Supplies Department (WSD) announced today (February 17) that it will resume most of its public services upon the implementation of targeted measures to reduce social contact, and measures for infection prevention of COVID-19. The arrangements for affected public services of the WSD commencing tomorrow (February 18) are as follows:

- \* Upon its reopening tomorrow, the H2OPE Centre (Water Resources Public Education Centre) will implement special arrangements. To avoid gathering of crowds and maintain social distancing, the number of admissions to the Centre will be limited. If the number of visitors inside the Centre has reached the limit, admissions will only be allowed when there are visitors leaving the Centre. Children aged under 12 must be accompanied by an adult. Some interactive exhibits and all guided tours of the Centre will be suspended;
- \* The "Excursion with Water Save Dave" Visiting Programme for individuals and groups will continue to be cancelled; and
- \* Routine meter readings at high-risk locations are suspended. For affected customers, the WSD will issue water bills to them after resumption of routine meter readings with water consumption calculated according to the last and the latest actual meter readings for the combined period of the relevant billing cycles for issue of the water bills. Due to the deferred billing, the water bills issued by then may cover water charges of two billing periods (including deferred water charges) and the amount payable may be more than the usual water bills covering only one billing period. Please refer to the [WSD website](#) for details of the above calculation of water charges.

The arrangements above will remain effective until further notice. As there may be a higher demand for various public services at the beginning of service resumption, the waiting time for public services at WSD Customer Enquiry Centres (CECs) and the Document Management Centre (DMC) may be lengthened. To reduce social contact, an appeal is also made to the public to minimise visiting the CECs and DMC in person unless necessary. The public should consider filing enquiries as well as requests for service through the Customer Services Hotline 2824 5000 or by email ([wsdinfo@wsd.gov.hk](mailto:wsdinfo@wsd.gov.hk)).

At the same time, the WSD appeals to the public for using the "LeaveHomeSafe" mobile app when visiting WSD offices and venues in order to record their whereabouts, thereby minimising the risk of further transmission of the virus.