

**Report of Main Burst Case  
(as at 31/3/2024)**

Detail of Main Burst						Detail of Supply Isolation					Supporting Service	
Date and Time of Receiving Fault Complaint	Location of Main Burst	Size of Water Main (mm)	Closure of Road(s)	Area / Building(s) for which Water Supply Affected	Type of Supply	Date and Time of Supply Isolation	Date and Time of Reduction of Heavy Outflow Substantially	*Time after receipt of report for valve closure to reduce heavy outflow substantially (hr/min)	Date and Time of Supply Resumption	#Time for Supply interruption (hr/min)	Temporary Water Supply Provided (Yes/ No/ N/A)	Type of Temporary Water Supply (Water Wagon/ Stand Pipe/ Water Storage Tank)
02/12/2023 21:50:00	Lung Cheung Road footpath near MTR Wong Tai Sin Station Exit D1	300	A section of footpath of Lung Cheung Road was partly closed	Nil	Salt Water	02/12/2023 22:36:00	02/12/2023 22:27:00	0hrs37mins	Water Supply Not Affected	Water Supply Not Affected	N/A	N/A
05/12/2023 05:44:00	Tung Tau Tsuen Road near Lung Fung Hse	800	A section of carriageway of Tung Tau Tsuen Road was partly closed	Nil	Salt Water	05/12/2023 06:30:00		0hrs46mins	Water Supply Not Affected	Water Supply Not Affected	N/A	不適用
04/12/2023 04:56:00	Near L/P EA4656, On Shing Street, Ma On Shan	250	A section of footpath of On Shing Street was partly closed	Sunshine City Phase 4, Fu Fai Garden and Hop Yat Church Shin Ka Chuen Memorial Kindergarten	Salt Water	04/12/2023 06:03:00		1hrs7mins	04/12/2023 10:08:00	4hrs5mins	N/A	-
28/12/2023 16:17:00	No.88 Wing Lok Street, Central and Western District	150mm	Fast lane of Wing Lok Street (Westbound)	No.78-94 Wing Lok Street, 288 Des Voeux Road Central	Fresh Water	28/12/2023 21:20:00	28/12/2023 16:45:00	0hrs28mins	29/12/2023 02:07:00	4hrs47mins	Yes	Stand Pipe
09/01/2024 18:19:00	Footpath of Man Yue Street near Ma Tau Wai Road	150	Nil	Blocks A – D, Loong King Mansion	Fresh Water	09/01/2024 19:24:00	09/01/2024 19:20:00	1hrs1mins	10/01/2024 02:22:00	6hrs58mins	Yes	1 Water Wagons, 1 Stand Pipe, 4 Water Storage Tanks
22/01/2024 10:56:00	Fenwick Street near Lockhart Road (Wan Chai District)	600mm	(1) 4 lanes of Fenwick Street between Gloucester Road and Lockhart Road; and (2) two eastbound lanes of Lockhart Road between Arsenal Street and Luard Road.	42-80 Gloucester Road (even nos.), 69-123 Jaffe Road (odd nos.), 64-122 Jaffe Rod (even nos.), 41-141 Lockhart Road (odd nos.), 4A-32 O'Brien Road (even nos.), 15-25 Luard Road (odd nos.), 20 Luard Road (flushing water supply with lower pressure: Causeway Bay, Happy Valley, Tai Hang, Leighton Hill)	Salt Water	22/01/2024 11:35:00		0hrs39mins	23/01/2024 14:40:00	27hrs5mins	N/A	N/A

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16/01/2024 12:12:00	Carriageway of Tai Kok Tsui Road near Pok Man Street	150	The slow traffic lane of Northbound Tai Kok Tsui Road	Peony House	Salt Water	16/01/2024 13:00:00		0hrs48mins	16/01/2024 20:20:00	7hrs20mins	N/A	N/A

**Performance Pledge Related to Main Burst:**

**\*Time after receipt of report of burst main for valve closure to enable repair works to start**

-for pipe diameter up to 300mm  
80% within 1 hour and 15 minutes

-for pipe diameter above 300mm to 600mm  
80% within 2 hours

**#Duration of supply interruption due to fresh water main burst**

70% within 7 hours

**#Duration of supply interruption due to salt water main burst**

75% within 24 hours