

# PERFORMANCE PLEDGE 2016/17



**EXPLOIT** NEW WATER  
**RESOURCES**  
*FOR A SUSTAINABLE*  
**FUTURE**



水務署

Water Supplies Department





## Performance Pledge

We launched the performance pledge scheme in 1993 and have since announced our performance achievements annually. You will find in this booklet a complete list of our achievements in 2015/16, our targets for 2016/17 and highlights of our major public relations activities in 2015/16. Having carefully reviewed our achievements and resources, we have decided to enhance the performance target for 2 existing items in 2016/17.

## Performance Measurements

For Daily Water Supply Services and Telephone Enquiry Services, service performance is measured by achievement of targets in terms of quality levels or standard times involved.

For Account-related Services, Meter-related Services and Other Services, targets are stipulated in minutes for services provided at our Customer Enquiry Centres or through the telephone and in working days (i.e. the number of working days, excluding the day on which the application is received) for services not provided through these channels.

## Effective Monitoring

To ensure customer satisfaction, various service-monitoring mechanisms have been adopted to help us pursue continuous improvement in our customer services. Customers are welcome to express their comments on our service standards through various channels, such as our telephone hotline, fax, Customer Enquiry Centres, the Internet, WSD Mobile App, commendation and suggestion forms, regular customer opinion surveys, etc.

# 2016/17 Performance Targets and 2015/16 Achievements



Services	2016/17 Targets	2015/16 Achievements
<b>Daily Water Supply Services</b>		
Fresh water quality (at connection points)	100% compliance with World Health Organization (WHO) Guidelines for Drinking-water Quality (2011)	Target achieved
Salt water quality (at connection points)	96% compliance with WSD Water Quality Objectives	Target achieved
Supply pressure - fresh water supply - salt water supply	15 - 30 metres <sup>i</sup> 15 metres <sup>i</sup>	100% 100%
Response time for attendance to fault complaints - fresh water supply fault <sup>ii</sup> - Others	Half a day 24 hours	100% 100%
Notice for planned suspension of water supply	4 working days' advance notice	100%
Duration of suspension of water supply for planned work	98% within 8 hours	Target achieved
Time after receipt of report of burst main for valve closure to enable repair works to start - for pipe diameter up to 300mm - for pipe diameter above 300mm to 600mm	94% within 1.5 hours 75% within 1 hour and 15 minutes 94% within 2.5 hours 75% within 2 hours	Target achieved Target achieved Target achieved Target achieved
Maximum duration of supply interruption due to fresh water main burst	85% within 8 hours 70% within 7 hours	96.4% Target achieved
Provision of emergency temporary fresh water supply after isolation of burst main	85% within 3 hours <sup>iii</sup>	Target achieved

- i. Minimum residual head in the distribution systems except at their extremities.
- ii. Including cases of no fresh water supply; polluted fresh water supply; and internal fresh water pipe burst likely to cause flooding.
- iii. Emergency temporary water supply, which will normally not be provided for supply interruptions expected to last for not more than 3 hours, will be provided in the form of standpipes, water tanks or water wagons.



# 2016/17 Performance Targets and 2015/16 Achievements

Services	2016/17 Targets	2015/16 Achievements
<b>Account-related Services</b>		
Taking up of consumership		
- in person	15 minutes <sup>iv</sup>	100%
- by phone	15 minutes <sup>iv</sup>	99.98%
- by post	7 working days <sup>v</sup>	100%
- by fax	7 working days <sup>v</sup>	100%
- by email	7 working days <sup>v</sup>	100%
Issue of final bill upon closure of account	3 working days	99.87%
Refund of water deposit	9 working days <sup>vi</sup>	99.94%
Application for autopay	3 working days <sup>vii</sup>	100%
<b>Meter-related Services</b>		
Reply to application for metered supply to new building projects	20 working days	97.1%
Accuracy of water meters	Inaccuracy not exceeding $\pm 3\%$	97%
Meter Testing	8 working days <sup>viii</sup>	99.4%
Accuracy of meter readings	99.95%	Target achieved
Fixing of water meters for new accounts	2 working days	98.2%
Reconnection of water supply	1 working day <sup>ix</sup>	100%
Issue of meter test report	99% within 3 working days <sup>x</sup>	Target achieved
Inspection of new building projects	7 working days <sup>xi</sup>	98.44 %
Issue of "Certificate Regarding Water Supply Connection" (Form WWO 1005)	10 calendar days <sup>xii</sup>	100%

Services	2016/17 Targets	2015/16 Achievements
<b>Telephone Enquiry Services</b>		
Success rate of measurable incoming calls connected to Customer Telephone Enquiry Centre	99%	Target achieved
Success rate of calls connected to operators	94% <sup>xiii</sup> ✓	Target achieved
Waiting time for operator service	70% not more than 30 seconds <sup>xiv</sup> ✓	Target achieved
<b>Other Services</b>		
Application for fishing licence - by post - in person	3 working days 10 minutes	100% 100%
Interim reply to correspondence from the public	10 calendar days	99.95%
Reply to application for plumber licence	10 working days	99.97%
Conducting publicity campaigns and seminars for promotion of combating unauthorised water consumption	60 nos.	Target achieved
Initiating an investigation after receiving a complaint on suspected unauthorised water consumption within one day	85%	Target achieved

- iv. Processing time.
- v. Complete process, including finalising account of the outgoing customer.
- vi. The cheque for refund of water deposit will be issued within 9 working days after issue of final bill.
- vii. Upon receipt of notification from banks.
- viii. From removal of meter to meter test.
- ix. After payment has been received.
- x. After the water meter test has been conducted.
- xi. Upon report of completion of plumbing works by the licensed plumber.
- xii. After (a) receipt of application form WWO 132 Pt II;  
(b) the plumbing works have been inspected to the satisfaction of the Water Authority; and  
(c) water supply connection has been made.
- xiii. ✓ Enhanced target for 2016/17. Target in 2015/16 was 92%.
- xiv. ✓ Enhanced target for 2016/17. Target in 2015/16 was 60% not more than 30 seconds.



## Public Relations Activities

The Water Supplies Department (WSD) Customer Liaison Group has been an effective channel to collect valuable opinions from Group members from all walks of life since its establishment in July 1993. A customer newsletter, Waterlink, is published after each Group meeting held every four months.

The predecessor of the Advisory Committee on Water Supplies (ACWS) was the Advisory Committee on the Quality of Water Supplies, which was founded in April 2000. In response to the concern of the public on the conservation and management of water resources, the Government has expanded the scope of the Advisory Committee and renamed it Advisory Committee on Water Resources and Quality of Water Supplies from April 2012. Against the growing expectation from the public on wider aspects of water supplies such as water network management in addition to water resources-related issues and the quality of water supplies in Hong Kong, the Government has further expanded the scope of the Advisory Committee to cover water network management and renamed it ACWS from April 2016.

The ACWS is an independent body comprising members from the public including academics, district councillors, green advocates, professionals, trades and officials from related government departments and bureau.



To mark the 50th anniversary of Dongjiang water supply to Hong Kong, The Governments of the Hong Kong Special Administrative Region and Guangdong Province launched a commemoration ceremony at the Central Government Offices on 28 May 2015. The Chief Executive, Mr Leung Chun-ying, the Governor of Guangdong Province, Mr Zhu Xiaodan, and other relevant officials of both Governments attended the ceremony. The new Dongjiang Water Supply Agreement was signed by both governments at the ceremony.



The Department further organised Roving Exhibition on the 50th Anniversary of Dongjiang Water Supply to Hong Kong at various districts from June to September 2015. The exhibition introduced the history of the Dongjiang water supply, the related infrastructure development and the water quality monitoring and inspection work by the Guangdong and Hong Kong Governments, providing an opportunity for members of the public to look back nostalgically on the history of the Dongjiang water supply as well as to realise the importance of water resources development and protection for sustainable use.



Certificate Presentation Ceremony for Water Conservation Ambassadors 2015 was held on 10 July 2015 at the Kowloonbay International Trade & Exhibition Centre. A record high of 5,500 students from 41 primary schools have participated in the scheme this year and 587 students were appointed as Water Conservation Ambassadors. New Ambassadors pledged to take up the role and protect the precious water resources in the ceremony.





The Department organised an Open Day at Ngau Tam Mei Water Treatment Works on 24 October 2015 to convey a proper and effective message about water quality and introduce the water treatment process to the public. More than 1,000 citizens were guided on a technical tour about the whole water treatment process and exhibitions of some newly developed projects of WSD. Besides, exhibition on the 50th Anniversary of Dongjiang Water Supply to Hong Kong was also held so as to deepen visitors' understanding of the history and development of Dongjiang water supply to Hong Kong and let them realise the efforts and contribution of our predecessors in ensuring a reliable water supply.



Through taking part in the ECO Expo Asia 2015 hosted by the Hong Kong Trade Development Council and co-organised by the Environment Bureau, WSD presented its environmentally friendly and innovative design, Tuen Mun Water Treatment Works Hydropower Plant and Inline Hydropower Harnessing Device to business sectors, public institutions and Hong Kong citizens. The 4-day Expo received more than a thousand visitors, including Chief Executive, Mr Leung Chun-ying and Secretary for the Environment, Mr Wong Kam-sing, JP who made a special visit to the Department's booth.



The "InnoCarnival 2015" organised by Innovation and Technology Commission was held from 31 October to 8 November 2015 at the Hong Kong Science Park for public to experience the convenience and fun brought by innovation and technology to their daily life. The Department arranged an exhibition booth at the event to promote Smartphone Application for Access of Water Consumption Data (Prototype) & WSD Mobile App.

The WSD is committed to promoting water conservation. Since September 2015, the WSD has provided the latest version of the teaching kits and activity tool sets under the "Cherish Water Campus" Integrated Education Programme to all primary schools, and has organised teacher training workshops to promote a water-saving culture.

On 23 January 2016, more than 300 primary school principals, teachers and students vowed to make good use of water resources at the Pledging Ceremony of the "Cherish Water Campus", signifying schools' commitment to water conservation education to help develop Hong Kong into a water-saving city. There were game booths and exhibitions to promote water conservation and water sustainability. The Ceremony was part of the "Appreciate Hong Kong" Campaign.





# Public Relations Activities



To enable property owners, owners' corporations and building management agents to have a better understanding of the enhanced features of the Quality Water Supply Scheme for Buildings - Fresh Water (Plus) and facilitate the applications, 4 identical sessions of seminar were held on 26 February and 16 March 2016 for an exchange of views and ideas as well as answering enquiries.

The 6th "Walk for Living Water" organised by the Amity Foundation and supported by the WSD was held on 5 March 2016 at the Ma On Shan Promenade. Participants raised funds for building of water systems in water-deprived areas of Mainland by experiencing peasants' rural life of hard work of travelling long distances to get water back home for their everyday use. In the event, the WSD arranged a number of game booths to provide insights into Hong Kong's water resources as well as to promote water conservation.



The 4th "Hong Kong Water Race", organised by the Wofoo Social Enterprises and co-organised by the WSD, was held on 20 March 2016 at the Central Harbourfront Event Space. Over 4,000 participants ran from checkpoint to checkpoint within the hustle and bustle of the streets in Central and Western District, completing water-related tasks to gain score. There were not only WSD teams of orienteers competing, but also volunteers from the WSD Volunteer Team helping out in the event. The 4th "Hong Kong Water Race" was in fact an event under the "Appreciate Hong Kong" Campaign.

To mark the significance of the "World Water Day", Friends of the Earth (Hong Kong) collaborated with the WSD and the CUHK Jockey Club Initiative Gaia to organise the Water Forum 2016 with the theme "Water Security: From Dongjiang to Sponge City" on 22 March 2016. The Forum attracted nearly 200 academics and representatives from the business sectors, green groups and professional bodies from both Hong Kong and mainland. Participants exchanged their views and shared their experience on water resources conservation and sustainable development. The



WSD also held a Special Exhibition for the Development of Dongjiang Water Supply to Hong Kong at the venue introducing the history and the related infrastructure development of the supply of Dongjiang water to Hong Kong as well as the water quality monitoring and testing work by the Guangdong and Hong Kong Governments.



# Awards



Our efforts to provide excellent water supply services and care for the community have gained recognition every year. In the financial year 2015/16, we have received the following awards:

Year of Award	Awarding Party	Award Received	Awardees or Representatives
2015	The Community Chest	Employee Contribution Programme 2015/16: - CARE Scheme (Civil Service Category) – 3rd Highest Donation	Water Supplies Department 
2015	Office of the Ombudsman	The Ombudsman's Awards 2015 for Officers of Public Organisations	Ms LEE Ping Yee, Maida Senior Clerical Officer/ Customer Services 
2015	buildingSMART Hong Kong	buildingSMART Hong Kong International BIM Award 2015	Water Supplies Department 
2015	Autodesk Far East Ltd.	Autodesk Hong Kong BIM Awards 2015 (Hong Kong, Macau, Taiwan)	Water Supplies Department 
2015	Civil Service Bureau	Civil Service Outstanding Service Award Scheme 2015: - Team Award (Internal Service) Gold Prize - Special Citation (Innovation) Prize	Water Supplies Department 



# Information

## Telephone Enquiry Hotline 2824 5000

Matter	Automatic Telephone Enquiry Service	Operator Telephone Enquiry Service
Water Supply & General Matters	24 hours	
Billing & Consumership Matters	24 hours	Monday to Saturday: 8:45 am to 6:30 pm

## Fax Hotline

Water Supply & General Matters	2519 3864
Billing & Consumership Matters	2802 7333

## WSD Mobile App



## Request for Information

If you wish to obtain information about WSD and our water supply services, please feel free to write to our Access to Information Officer.



Water Supplies Department, Immigration Tower,  
7 Gloucester Road, Wan Chai, Hong Kong



[www.wsd.gov.hk](http://www.wsd.gov.hk)



[wsdinfo@wsd.gov.hk](mailto:wsdinfo@wsd.gov.hk)

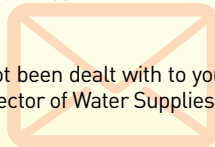
## Suggestions

Your valuable suggestions are always welcome. You can express your opinions by completing our Customer Suggestion Forms and Excellent Service Commendation Forms, which are available at Customer Enquiry Centres and the Meter Testing Laboratory. The forms can also be downloaded from our website.

There may be occasions when, despite our best endeavour, certain targets could not be met. In such cases, you have the right to request a full and prompt explanation by calling our Public Relations Unit at 2829 4799 / 2829 4559.

## Right of Appeal

Should you find your case having not been dealt with to your satisfaction, you can write to the Director of Water Supplies.



# Customer Enquiry Centres



Address	Office Hours
<b>Hong Kong Island</b>	
<p><b>Wan Chai Customer Enquiry Centre</b> 1/F, Immigration Tower, 7 Gloucester Road, Wan Chai. (Wan Chai MTR Station A5 Exit)</p>	<p><b>Office Hours</b> Monday to Friday: 8:30 am to 6:30 pm Saturday, Sunday &amp; Public Holidays: Closed</p> <p><b>Service Hours for Fishing or Plumber's Licence Application</b> Monday to Friday: 9:15 am to 5:00 pm Saturday, Sunday &amp; Public Holidays: Closed</p> <p>Fee Collection Service and Sale of Water Ticket Service are <b>not available</b> at this centre.</p>
<b>Kowloon</b>	
<p><b>Mong Kok Customer Enquiry Centre</b> G/F, 128 Sai Yee Street, Mong Kok. (Mong Kok MTR Station D3 Exit)</p>	<p><b>Office Hours</b> Monday to Friday: 8:30 am to 6:30 pm Saturday, Sunday &amp; Public Holidays: Closed</p> <p><b>Service Hours for</b> (i) Fee Collection Service (ii) Fishing or Plumber's Licence Application (iii) Sale of Water Ticket Service Monday to Friday: 9:15 am to 5:00 pm Saturday, Sunday &amp; Public Holidays: Closed</p>
<b>New Territories</b>	
<p><b>Sha Tin Customer Enquiry Centre</b> 3/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin</p>	<p><b>Office Hours</b> Monday to Friday: 8:30 am to 6:30 pm Saturday, Sunday &amp; Public Holidays: Closed</p>
<p><b>Tai Po Customer Enquiry Centre</b> 4/F, Tai Po Government Offices, 1 Ting Kok Road, Tai Po</p>	<p>Fee Collection, Fishing or Plumber's Licence Application and Sale of Water Ticket Services are <b>not available</b> at these centres.</p>
<p><b>Tuen Mun Customer Enquiry Centre</b> 7/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun</p>	



You may pay the fees relating to water supply at designated convenience stores or any post offices.

## Our Vision

To excel in satisfying customers' needs for the provision of quality water services

## Our Mission

- To provide a reliable and adequate supply of wholesome potable water and sea water to our customers in the most cost-effective way
- To adopt a customer-oriented approach in our services
- To maintain and motivate an effective, efficient and committed workforce to serve the community
- To remain conscious of our responsibilities towards the environment
- To make the best use of resources and technology in our striving for continuous improvement in services

## Our Values

- Customer satisfaction
- Reliability
- Environmental awareness
- Dedication
- Improvement
- Teamwork