

Waterlink

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News on Customer Liaison Group

- Customer Liaison Group (CLG) – 61st Meeting

The 61st meeting of the CLG was held on 30 September 2011. A presentation was given to members on the customer-oriented twin-tank design for uninterrupted water supply during tank cleansing. The objectives of the twin-tank system were to enhance customer service quality, promote environmental protection, reduce wastage of water and enhance the government's image. Water tanks installed at most buildings are single-compartment tanks, which means that the water supply would have to be suspended for a few hours during every tank cleansing. The customer-oriented design was to divide the water tank into two compartments, so that when one compartment was being cleaned, the other one could still remain in operation. This "alternately operating" approach ensured uninterrupted water supply to residents. The system was jointly developed and promoted by the Water Supplies Department (WSD) and the Housing Department. With this design and other joint water saving initiatives, the two departments were awarded the Champion in the "Inter-departmental Partnership" category of the "Civil Service Outstanding Service Award Scheme 2011". WSD would closely cooperate with other departments and private housing management companies to pursue wider implementation of the twin-tank system.

A presentation on "Customer Survey on Water Quality and Quality Water Recognition Scheme in Buildings (QWRSB)" was also made to the members. The purpose of the survey was to collect comments from domestic customers and property management agents on water quality and the QWRSB. 1,500 and 260 questionnaires had been collected from domestic customers and property management agents respectively from December 2010 to February 2011. Compared to the previous survey conducted in 2006, domestic customers' and property management agents' satisfaction level toward the tap water quality had increased by at least 10%. Over 90% of the domestic customers interviewed agreed to join the QWRSB but only a small percentage agreed to the introduction of another grade on top of the existing three-grade of certification for the longer participation in the scheme.

Members were also briefed on the "Domestic Water Consumption Study 2011". The purpose of the study was to identify the general local domestic water consumption patterns and to gauge the knowledge and opinion of the public about the educational and promotional activities of WSD in respect of the use of water saving devices in domestic premises, and water conservation. The full study commenced in mid September 2011. Results are expected to be known by early 2012.

Focus

- Quality Water Recognition Scheme for Buildings (QWRSB)

As of December 2011, there were 3,296 valid certificates under the Scheme covering more than 1,070,000 registered customers.

- Replacement and Rehabilitation of Water Mains

The works in Stage 2 and Stage 3 are respectively 92% and 45% completed. The whole programme is on schedule with 56% of the works completed.

- 2011 World Water Week

At the 2011 World Water Week held from 21 to 27 August in Stockholm, Sweden, Mr. LEUNG Wing Lim, Chief Engineer shared with the attendees on "Infrastructure sustainability challenge that must be addressed – A Hong Kong perspective". The World Water Week has been the annual focal point for global water issues since 1991.



Published by the Water Supplies Department



• Camping for All - Hong Kong Rehabilitation Power

To promote mutual understanding and cooperation between people with and without disabilities, the WSD Volunteer Team joined the "Camping for All" Carnival organised by Hong Kong Rehabilitation Power on 8 & 9 October 2011 at Victoria Park by setting up several educational game booths.



Volunteers explaining the game rules to participants

• 160 Years of Water Supply in Hong Kong 10 km Run

To celebrate 160 years of water supply in Hong Kong, WSD held a 10 km run on 22 October 2011 at Plover Cove Reservoir. Various government departments and organisations were invited to send representatives to participate in the competition. Apart from the run, a small exhibition entitled "160 years of water supply in Hong Kong" was held on the helipad for athletes and their families to learn more about the history and development of water supply in Hong Kong.



Director of Water Supplies Mr. MA Lee Tak (left) presenting prizes to winners

• ACQWS Press Briefing on Visit to Dongjiang Water Supply System

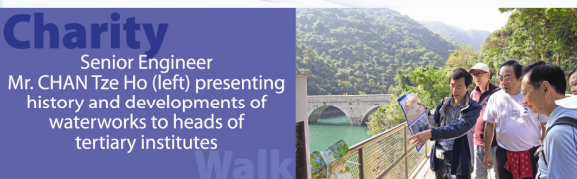
The Advisory Committee on Quality of Water Supplies (ACQWS) visits Guangdong water supply facilities annually to inspect the latest developments of the Dongjiang Water Supply System. This year, the trip was made on 9 and 10 November and a press briefing was held upon the committee's return. The Chairman of the ACQWS, Professor HO Kin Chung stated that members of ACQWS were satisfied with the measures Guangdong authorities had taken to protect and monitor the water quality of Dongjiang. He also reminded Hong Kong people to be mindful of conserving our scarce and valuable water resources.



ACQWS members paying annual visit to inspect the Dongjiang Water Supply System

• "Wu Zhi Xing 2011" Charity Walk at Tai Tam Waterworks Heritage Trail

Wu Zhi Qiao (Bridge to China) Charitable Foundation launched a charity walk - "Wu Zhi Xing 2011" at Tai Tam Waterworks Heritage Trail on 13 November 2011. Students, teachers and alumni of 11 local tertiary institutions, together with about 1,600 citizens joined the event. They successfully raised more than HK\$1.8 million to support the Foundation in developing bridge building projects in remote areas in Mainland China. Staff from Water Supplies Department also assisted in the event as volunteers and docents to introduce the history and development of waterworks at selected spots along the trail.



Senior Engineer Mr. CHAN Tze Ho (left) presenting history and developments of waterworks to heads of tertiary institutes

• The Ombudsman's Award 2011

Waterworks Inspector Mr. NG Sik Wah was awarded The Ombudsman's Award 2011 for Officers of Public Organisations. The Ombudsman's Award aims at acknowledging professionalism in handling complaints and fostering a positive culture of service in the public sector. The Presentation Ceremony was held on 17 November 2011 at The Mira Hong Kong with 32 civil servants in total being honoured.



Waterworks Inspector Mr. NG Sik Wah (third, right) receiving praises from his supervisors and the department's management

• The Secretary for the Civil Service's Commendation Award Scheme

In recognition of his consistently meritorious performance, Mr. Clement LEUNG, Senior Mechanical Engineer, received the commendation from the Secretary for the Civil Service this year, together with 76 awardees from other government departments. The awards presentation ceremony was held on 21 November 2011.



Secretary for the Civil Service, Miss Denise YUE, presenting award certificate to Mr. Clement LEUNG

• River Walk

Organised by Friends of the Earth (FoE) (HK) on 18 December 2011, the River Walk was to raise public awareness on conservation of the source of Dongjiang water and to raise funds for the FoE(HK)'s Dongjiang River Source Conservation Project. The theme message of the charity walk was in tune with WSD's objectives on water conservation. We joined the event as a Group Team to show support.



WSD's staff joining the walk as a Group Team

• Press Briefing on "Inline Hydroelectric Generating System in Confined Condition"

WSD held a press briefing on 23 December 2011 at Tuen Mun Salt Water Pumping Station on "Inline Hydroelectric Generating System in Confined Condition", a new technology which can transform residual pressure of water flowing in a pipe into electric power for operating monitoring devices of water supply network. The system was jointly developed by WSD and the Hong Kong Polytechnic University, and designed to provide a convenient and reliable means of power supply for operating online monitoring instruments and wireless data transmitters particularly at remote locations or under busy streets, where sources of power supply are not readily available.



An inline hydroelectric generating system

New Publications

• Fun of Fishing in Hong Kong Reservoirs Leaflet

A new version of the "Fun of Fishing in Hong Kong Reservoirs" leaflet is available at our Customer Enquiry Centres and our website. The leaflet includes the application procedure for a fishing licence, location of reservoirs which are open for fishing, as well as some gentle reminders to anglers.



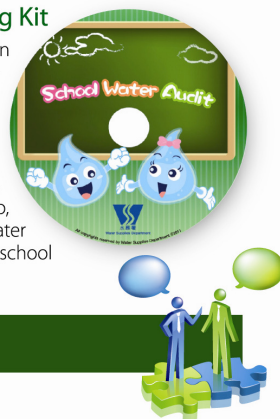
• “Water: Learn & Conserve” Teaching Kit for Liberal Studies

Taking into account that liberal studies is a core subject in the three-year senior secondary curriculum, the WSD has compiled a teaching kit entitled “Water: Learn and Conserve” to help students gaining a better understanding of the subject of water from the perspectives of the environment and sustainable development. The kit consists of 5 booklets of different themes covering a wide range of water-related topics including the water resources in Hong Kong, water supply development, waterworks infrastructures from source to tap, water treatment, water quality control, customer services and public education. Discussion forums, questions, case studies, illustrative diagrams and photographs are laid out in each booklet to help stimulate independent thought of students in a bid to foster a balanced consideration of water conservation, social development and the importance of water resource sustainability. The kit has been sent to all secondary schools in Hong Kong in early November 2011.



• “School Water Audit” Teaching Kit

In order to promote “School Water Audit” in primary schools and to encourage students to practise and promote water conservation, WSD distributed a “School Water Audit” Teaching Kit to all primary schools in Hong Kong in October 2011. This Kit, which includes teacher’s guide, presentation slides, demonstration video, worksheets, games and practical water saving tips, facilitates schools to execute a school water audit in their own school schedule.



Interflow Visits

• Delegations

During the past several months, the following delegations visited the department to exchange experience and knowledge on the latest water treatment technologies and water supply management:

Delegation	Date of Visit	Location
Office of Waterworks, Seoul Metropolitan Government	14.7.2011	Ngau Tam Mei Water Treatment Works
Instituto Para Os Assuntos Cívicos E Municipais	18 & 19.8.2011	Sha Tin Water Treatment Works
Shenzhen Water (Group) CO., LTD.	7.9.2011	Sha Tin Water Treatment Works
Korea Water Resources Corporation	18 & 22.9.2011	Ngau Tam Mei Water Treatment Works
Dongguan Waterworks Bureau	19.10.2011	High Island Reservoir
Delegation comprising the government officials of Pingtan and Xiamen, Fujian	28.10.2011	Sheung Wan Salt Water Pumping Station and Western Salt Water Service Reservoir
The Association of Hong Kong Civil Servants Tsinghua Course Alumni	5.11.2011	Ngau Tam Mei Water Treatment Works
Beijing Water Group	17.11.2011	WSD Headquarters
Dongguan Waterworks Bureau	21-23.11.2011	Ma On Shan Water Treatment Works and Tai Mei Tuk Raw Water Pumping Station
Department of Applied Biology & Chemical Technology, Hong Kong Polytechnic University	30.11.2011	Ngau Tam Mei Water Treatment Works
Institute of Professional Education and Knowledge (PEAK)	8.12.2011	Ma On Shan Water Treatment Works

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Free copies of Waterlink can be obtained from the following locations:

- Customer Enquiry Centres of the Water Supplies Department
- Public Enquiry Services Centres of District Offices / Home Affairs Department

Event Review



• Ngau Tam Mei Water Treatment Works Open Day 2011

To let the public have a better understanding of the water treatment process and enhance their awareness of water conservation, an Open Day was held on 3 December 2011 at the Ngau Tam Mei Water Treatment Works. Over 1,000 visitors were guided by the department’s volunteers for a technical tour to get acquainted with the water treatment process and stringent water quality monitoring process.

Apart from the water treatment process, exhibitions on water science, water meters, replacement and rehabilitation of water main, leakage detection, Total Water Management, Quality Water Recognition Scheme for Buildings and “160 Years of Water Supply in Hong Kong” were set up to showcase the diverse works of WSD. Visitors, including primary and secondary school students, members of professional institutes and public were impressed by various demonstrations.

Open Day
Students taking photo with Director of Water Supplies and little drop mascot



Event Highlights

• Water Conservation Competition

To promote water conservation, the Water Supplies Department now launches a water conservation competition to gather creative water saving ideas from households and secondary school students. With the experience gained from Water Conservation Design Competition last year, WSD proudly introduces a new competition to collect “Creative Water Saving Ideas to Share with Every Home”. The competition is divided into two categories: the Open Category, also known as “Water Smart Snapshot Contest”, is open for 2 to 4 households to team up and join. The Secondary School Category, named as “Student Water Wise Challenges”, welcomes groups of 4 to 8 secondary school students to join as a team. Entrants to both categories just have to submit their water saving ideas in different formats, with some text explanation. The submission deadline is 29 February 2012. For more details, please visit our competition website: www.waterconservation.hk.



• Water Conservation Ambassador 2011/12

WSD strives to promote water conservation among the general public and we put strong emphasis on the younger generation in our promotional campaigns. In the last two academic years, WSD appointed over 1,000 students through the “Water Conservation Ambassador Selection Scheme” to help promote the importance of water conservation and develop water saving habits among fellow students. In view of the great success of the scheme, we shall continue to hold the activity to encourage more students and their families to take part in water conservation. This year, participating schools will also compete for some inter-school awards including “Top 10 Active Participating Schools” and “School Commendation Awards”. Briefing sessions to teachers were given in mid December 2011. For details of the scheme, please contact our Public Relations Unit at 2829 5850.



ENQUIRIES

24-hour telephone enquiry hotline: 2824 5000

Fax hotlines: 2519 3864 (for water supply and general matters)
2802 7333 (for billing and consumership matters)

Website address: <http://www.wsd.gov.hk>

E-mail address: wsdinfo@wsd.gov.hk

All WSD publications can be browsed on the WSD website.