

Progress Report No. 1

Working Group on Quality of Water in Buildings

1. Formation of the Working Group

It was resolved in the 5th Meeting of the ACQWS on 14.12.01 that a working group be established to work out the details of implementation on improving the quality of water in buildings.

2. Membership and Frequency of Meeting

Prof. LAM Kin Che	(Chairman)
Dr. HO Kin Chung	
Mr. KWONG Hing Ip, Patrick	
Dr. TSE Lai Yin	
Mr. WONG Bay	
Mr. WONG Kwok Keung	
Mr. WU Sai Him, Hugh	
Mr. KU Chi Chung, Damien	Water Supplies Department
Mr. CHEUNG Tze Leung	Water Supplies Department
Mr. TAM Yat Hung	Water Supplies Department (Secretary)

Members agreed that the meeting would be held at bi-monthly intervals.

3. Terms of Reference

- To develop action items for implementing Stage 1 of the strategy endorsed by ACQWS to ensure good quality of water in buildings.
- To develop implementation programme and monitor the progress.
- To review the results of Stage 1 and the need for Stage 2.
- To report and put forward recommendations for consideration to ACQWS.

4. Progress

4.1 Implementation Programme

An implementation programme for Stage 1 activities to be completed by mid-2005 was considered to aim at:-

- (i) ensuring good water quality in public supply systems;
- (ii) educating the public on water quality;
- (iii) promoting replumbing in buildings;
- (iv) promoting the Water Quality Recognition Scheme; and
- (v) promoting good plumbing design.

The following comments and suggestions were raised at the meeting:-

- (i) Some measurable performance targets for monitoring the implementation programme should be set out.
- (ii) Some short-term and long-term targets should be established to raise the image of WSD, bearing in mind that the public might expect direct answers to their water quality problems in the first stage of promotion.
- (iii) Some forum sessions should be organised for sharing of views among the academics, stakeholders in the trade and WSD.
- (iv) Hotels in HK could be encouraged to highlight the good quality of their tap water to guests.
- (v) Promotion should be targeted to young generations to establish a correct impression of water quality.
- (vi) Priority should be accorded to giving recognition to buildings with good plumbing system so as to encourage owners of old buildings to carry out replumbing work; and
- (vii) Tasks in the implementation programme should be well interfaced with the publicity work.
- (viii) The actual progress of implementation would depend on resources available.

4.2 Plumbing Maintenance Guide

The initial draft Plumbing Maintenance Guide was discussed. It was suggested that

- (i) examples of good practice in plumbing work could be included in the guide and
- (ii) a simpler version of the guide should also be prepared for wide circulation to the general public.

4.3 Customer Opinion Survey

A proposed customer opinion survey to gauge the public opinion on water quality in building was discussed. The survey objectives, coverage, sample size and data collection method of the survey proposal were endorsed at the meeting and the following comments were noted:

- (i) the survey on water quality in buildings should be conducted as a separate survey;
- (ii) the survey should add the following aspects: the willingness of consumers to carry out replumbing, customer's affordability and expectations, attitudes towards drinking direct, housing types and whether interviewees obtain direct supply;
- (iii) a second opinion survey after Stage 1 Actions should be conducted so that a comparison can be made on the impact interpreted by consumers; and
- (iv) another survey should be conducted on the opinion of the management offices.

4.4 Promotion and Education Strategy

The publicity strategy for promoting the quality of tap water was discussed and it was suggested that

- (i) the media should be invited to join the site visits / inspections to plumbing systems in buildings with members of ACQWS;
- (ii) publicity could be more cost-effective by targeting initially the tourists visiting Hong Kong;
- (iii) management companies of hotels should be invited to join the Water Quality Recognition Scheme at the early stage; and
- (iv) short-term and medium-term targets and yardsticks should be set up for progress monitoring.

**Water Supplies Department
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