



水務署
Water Supplies Department

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Reference (63) in WSD 3318/10/75 Pt.4

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Distribution : To all Licensed Plumbers and Authorised Persons

Dear Sirs,

WSD Circular Letter No. 3/2007 Enhancement for Application of Water Supplies

Based on the recommendations of a recent consultancy study and to follow “Be the Smart Regulator” Programme of the Government, this Authority has launched the following to provide more convenience to applicants:

(1) Information on Water Supplies Department (WSD) Web-site

In the Water Supplies Department web-site <http://www.wsd.gov.hk>, three items are added in “Water Supply for New Buildings” under of “My Account” tab as follows:

- *Handbook on Plumbing Installation for Buildings*
 - *Plumbing Proposal Requirement*
 - *Checklist for Vetting Plumbing Proposals*
 - *Common Mistakes by Practitioners*
 - *List of Commonly used Symbols*
- *List of Case Officers & Business Facilitation Officers*
- *Use of Drawing Amendment Areas*

When necessary, applicants can contact Case Officers and Business Facilitation Officers at each section office. Case Officers are responsible to coordinate the application processes and to provide assistance as necessary. The Business Facilitation Officers are responsible for:

- (i) co-ordination and triggering escalation in resolving difficult and exceptional cases;
- (ii) collecting customer feedback and addressing common issues;

- (iii) reviewing the processes to identify common areas requiring improvements; and
- (iv) establishing consistent approaches in case handling.

A copy of "List of Case Officers & Business Facilitation Officers" is attached for ease of reference.

For application cases where final round of minor revisions to submission drawings can be made by the applicants before approval, our staff will liaise with applicants to make such revisions in our newly established “Drawing Amendment Areas” at each section. This can save time and communication effort for both parties.

In the web-site, hyperlinks of the four sub-items of “Handbook on Plumbing Installation” are also displayed in “Plumbing and Engineering” tab.

(2) Performance Targets for Application for Water Supplies

We add one new target in the new issue of Performance Pledge 2007/2008 and clarify two existing targets as follows:

	Title	Target	Clarification
New Target	Issue of "Certificate Regarding Water Supply Connection (Form WWO1005)"	10 calendar days (see note 1 below)	
Existing Target	Reply to application for metered supply to new building projects	20 clear working days	The word “Reply” means vetting comment(s) or approval
Existing Target	Inspection of New Building projects	7 clear working days	Subject to first mutually available time slot

Note 1: The certificate will be issued 10 calendar days after:

- (i) receipt of application form WWO 132 Pt. II
- (ii) the plumbing works have been inspected to the satisfaction of the Water Authority ; and
- (iii) water supply connection has been made.

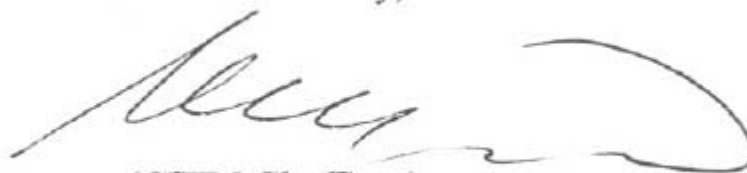
(3) **Clarification about Water Tanks in High-rise Buildings**

Clause 1.17 of Chapter 1 and Clause 3.12 of Chapter 3 in the "Hong Kong Waterworks Standard Requirements" are revised as below:

“The total volume of the roof storage tanks, sump tanks and transit tanks shall be on the basis of 135 litres for each of the first 10 flats and 90 litres thereafter for each additional flat. The proportion of capacity of sump tank to roof tank shall be in the order of 1:3 or as advised by the Water Authority. The levels and the sizes of tanks are to be determined by the plumbing designer.”

Should you have any queries, please contact our Engineer Mr. Alan WONG at Tel: No. 2829 4726.

Yours faithfully,



(CHIN Chu Sum)
for Water Authority

(with Chinese translation)

- cc Housing Department
Buildings Department
Architectural Services Department
Fire Services Department
The Hong Kong Housing Society
The Hong Kong Institute of Architects
The Hong Kong Institution of Engineers
The Hong Kong Institute of Surveyors
Hong Kong Federation of Plumbing & Drainage Ltd.
The Institute of Plumbing and Heating Engineering – Hong Kong Council
Hong Kong Plumbing and Sanitary Ware Trade Association Ltd.
Hong Kong Licensed Plumbers Association Ltd.
Hong Kong Plumbing General Union
Hong Kong Water Works Professionals Association Ltd.
The Hong Kong Institution of Plumbing and Drainage Ltd.
The Association of Registered Fire Service Installation Contractors
of Hong Kong Limited.
Real Estate Development Association

水務署客戶服務部的方便營商主管及個案主管關於申請供水聯絡人表

List of Business Facilitation Officer and Case Officer in Water Supplies Department for Application for Water Supplies

組別 Section	區議會區域 District Council Area	主管 Officer				
		姓名 Name	職位 Post	電話 (留言) Tel.No. (Voice Mail Box)	角色 Role	負責流程 Process
香港及離島組 Hong Kong & Islands Section (辦公地址：香港北角英皇道 611 號 Office Address: 611, King's Road, North Point, Hong Kong)	中西區， 灣仔， 東區， 南區， 離島	伍添寶先生 Mr. T. B. NG	高級工程師/客戶服務(香港) SE/CS(HK)	2880 2547	方便營商主管 Business Facilitation Officer	申請及視察 Application & Inspection
		(大嶼山除外) (except Lantau).	張業駒先生 Mr. Y. K. CHEUNG	工程師/客戶服務(申請供水)香港及離島 E/CS(A)H	2880 2550	個案主管 Case Officer
	陳喜青先生 Mr. H. C. CHAN		總技術主任/客戶服務(工程)九龍 CTO/CS(W)K	2880 2544	個案主管 Case Officer	水管接駁及水錶安裝 Service Connection & Installation of Meters
	離島(只是大嶼山) Islands (Lantau only).		鄧漢賢先生 Mr. H. Y. TANG	工程師/客戶服務(申請供水)大嶼山 E/CS(A)L	2856 8107	個案主管 Case Officer
		黃志勞先生 Mr. C. L. WONG	水務督察/客戶服務(申請供水)大嶼山 I/CS(A)L	2856 8171	個案主管 Case Officer	水管接駁及水錶安裝 Service Connection & Installation of Meters
九龍組 Kowloon Section (辦公地址：九龍長沙灣荔康街 2 號 Office Address: 2, Lai Hong Street, Cheung Sha Wan, Kowloon)	油尖旺，深水埗，九龍城， 黃大仙，觀塘	陳特揚先生 Mr. T. Y. CHAN	高級工程師/客戶服務(九龍) SE/CS(K)	2360 6103	方便營商主管 Business Facilitation Officer	申請及視察 Application & Inspection
	Yau Tsim Mong, Sham Shui Po, Kowloon City, Wong Tai Sin, Kwun Tong.	譚文耀先生 Mr. M. Y. TAM	工程師/客戶服務(申請供水)九龍 E/CS(A)K	2360 6112	個案主管 Case Officer	申請及視察 Application & Inspection
		陳喜青先生 Mr. H. C. CHAN	總技術主任/客戶服務(工程)九龍 CTO/CS(W)K	2360 6215	個案主管 Case Officer	水管接駁及水錶安裝 Service Connection & Installation of Meters
新界組 New Territories Section (辦公地址：九龍旺角洗衣街 128 號 Office Address: 128, Sai Yee Street, Mongkok, Kowloon)	西貢，大埔，沙田，北區， 葵青，荃灣，屯門，元朗	劉志明先生 Mr. C. M. LAU	高級工程師/客戶服務(新界) SE/CS(NT)	2399 4331	方便營商主管 Business Facilitation Officer	申請及視察 Application & Inspection
	Sai Kung, Tai Po, Sha Tin, North, Kwai Tsing, Tsuen Wan, Tuen Mun, Yuen Long.	董次文先生 Mr. C. M. TUNG	工程師/客戶服務(申請供水)新界 E/CS(A)NT	2399 4280	個案主管 Case Officer	申請及視察 Application & Inspection
		蕭思嚴先生 Mr. S. Y. SIU	總技術主任/客戶服務(工程)新界 CTO/CS(W)NT	2399 4292	個案主管 Case Officer	水管接駁及水錶安裝 Service Connection & Installation of Meters

Please address all correspondences to 43/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong or fax to 2802 7333

請郵遞信件至香港灣仔告士打道 7 號入境事務大樓 43 樓或傳真至 2802 7333

水務署客戶服務部的方便營商主管及個案主管關於申請供水聯絡人表
List of Business Facilitation Officer and Case Officer in Water Supplies Department for Application for Water Supplies

附註:

- (甲) 個案主管是負責聯絡整個個案流程及在需要時向客戶提供協助。
- (乙) 方便營商主管責任如下:
 - (i) 聯系及提升觸發解決異常及困難個案的層次，
 - (ii) 收集客戶的回應及解決共同問題，
 - (iii) 探討流程以識別共同範圍需要而作出改善，及
 - (iv) 建立處理個案的一致方式。
- (丙) 如個案沒法由個案主管和方便營商主管解決，請致電 2829 5898 或去信聯絡總工師/客戶服務。

Remark :

- (a) Case Officers are responsible to coordinate the processes and to provide assistance to customers when necessary.
- (b) Business Facilitation Officers are responsible for providing,
 - (i) co-ordination and triggering escalation in resolving difficult and exceptional cases;
 - (ii) collecting customer feedback and addressing common issues;
 - (iii) reviewing the processes to identify common areas requiring improvements and
 - (iv) establishing consistent approaches in case handling.
- (c) For cases not resolvable by Case Officers and Business Facilitation Officers, please call Chief Engineer/Customer Services at telephone no. 2829 5898 or write to him.