



水務署

Water Supplies Department

香港灣仔告士打道七號入境事務大樓

Immigration Tower, 7 Gloucester Road, Hong Kong.

電子郵遞

e-mail

wsdinfo@wsd.gov.hk

電話 2829 4367

Telephone

圖文傳真 2824 0578

Facsimile

檔號 (1) in WSD/K 3307/49 Pt.13 J/J(1)

Reference

31 December 2004

Distribution: To all Licensed Plumbers and Authorized Persons

Dear Sir,

WSD Circular Letter No. 05/2004

**Rolling Out of Customer Care and Billing System Phase IIa
Application of Plumbers' Licence and Application of Water Supply**

Commencing 31 December 2004, a new Customer Care and Billing System (CCBS) of the Water Supplies Department will start its rolling out process. It will involve changes in renewal of plumber licence, plumber licence directory, submission of WWO 46 and collection of water meters as depicted in the attached Appendices, all with effective from 22 January 2005 when the captioned system is in full production:

Appendix A: Guidance on Application for Renewal of a Plumber's Licence

Appendix B: Application for Change of Particulars of a Licensed Plumber

Appendix C: Persons to Contact in Customer Services Division

Appendix D: Guidance Notes to Licensed Plumber for Submission of Form
WWO 46

Appendix E: Guidance Notes to Licensed Plumber for Collection of Water
Meters

2. On renewal of plumber licence, please note that the new system requires issue of Demand Note for plumber's licence fee for account reconciliation purpose and payment is to be settled at where collection service is provided. Mong Kok Customer Enquiry Centre provides collection service and therefore you can complete renewal in one-stop-shop manner there. However, Wan Chai Customer Enquiry Centre does not provide collection service and therefore payment needs to be settled in the Gloucester Road Post Office located in the next building, 1/F, Revenue Tower, 5 Gloucester Road, Wan Chai. Please therefore allow ample time to and from Revenue Tower for issue of a plumber's licence at Wan Chai Customer Enquiry Centre.

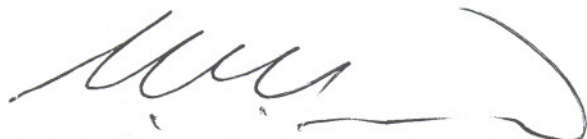
3. Due to changeover of systems, no issue of new plumbers' licence nor licence renewal will be carried out between 17 January 2005 and 21 January 2005. Therefore, it is advisable to apply or renew your plumber's licence on or before noon of 15 January 2005.

4. The new Licensed Plumbers Directory in the WSD Internet Homepage will display information on valid licensee with respect to their names, grades, business telephone and licence valid till date. The new system will maintain one mailing address with each licensed plumber. Therefore, it will capture the business address if provided from our old system as the mailing address; otherwise, it will capture the residential address. We will use this mailing address for our subsequent correspondences including WWO 46 etc. If you are uncertain of your mailing address captured in the new system, it is advisable to complete the form "Application for Change of Particulars of a Licensed Plumber" to update the record. To avoid overloading, it is advisable that only licensed plumbers with active jobs to submit such application form if needed and for others please submit after March 2005.

5. If there is any colour or highlights in drawing for plumbing proposal, the licensed plumber has to ensure that the information is distinguishable in grey scale scanning by making use notation etc. in the plumbing design.

6. For enquiry, please call our Customer Telephone Enquiry Hotline 2824 5000.

Yours faithfully,



(CHIN Chu Sum)
for Water Authority

Encl.

c.c. The Institute of Plumbing – 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.

Guidance on Renewal of a Plumber's Licence

Starting from 1 October each year, the Licensed Plumber may attend **in person** in one of our Customer Enquiry Centers for the renewal of Grade I and Grade II Plumber's Licence for the coming year at following hours:

Wan Chai Customer Enquiry Centre

1/F., Immigration Tower,
7 Gloucester Road, Wan Chai,
Hong Kong
(No collection services)

Monday to Friday

9:00a.m. to 4:45p.m.

Saturday

9 a.m. to 11:30a.m.

Please pay in plumber's licence fee at:

Gloucester Road Post Office
1/F, Revenue Tower,
5 Gloucester Road, Wan Chai,
Hong Kong.

Monday to Friday

9.30 a.m. to 5.00 p.m.

Saturday

9.30 a.m. to 1.00 p.m.

(Change without further notice.)

Mong Kok Customer Enquiry Centre

G/F., 128 Sai Yee Street,
Mong Kok, Kowloon.
(Collection services available)

Monday to Friday

9:00a.m. to 4:45p.m.

Saturday

9 a.m. to 11:30a.m.

Please bring along these documents:

- Hong Kong Identification Card;
- One recent photograph; and
- Licence fee.

To: The Water Authority

43/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

e-mail: wsdinfo@wsd.gov.hk

Telephone: 2824 5000

Facsimile: 2802 7333

Application for Change of Particulars of a Licensed Plumber

Licence No. _____

(*Mr./Ms/Miss/Mrs.) _____

Surname

Middle/Last Name

Change of Contacts:

Business Telephone No.: _____ (8 digits only)

Mailing Address:

*Hong Kong / Kowloon / New Territories / Lamma Island / Lantau Island / Cheung Chau / Hei Ling Chau /
Peng Chau / Shek Kwu Chau

Street Name

Street No

Floor

Flat/Room

Building Name

Block

Estate/Village

Phase Name/No.

District

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Non-structured mailing address (e.g. Foreign address, GPO Box number etc.)

Declaration:

I fully understand the purpose and agree to the Water Authority using data collected from me for the purpose of or directly related to plumber's licence. If I do not provide sufficient data, the Water Authority may not be able to process my application. I agree that these data and other related information may be transferred to other Government bureaux and departments. I understand that I can request the Departmental Secretary of the Water Supplies Department at 48/F., Immigration Tower, 7 Gloucester Road, Hong Kong for access to and correction of personal data.

I fully understand and agree to the Water Authority of publishing my name (Chinese and English), plumber's licence number, grade of licence, business telephone number, licence valid till date in the gazette notices and internet.

I declare that the particulars entered above are both genuine and correct.

Signature: _____

Date: _____

Footnote:

* Delete as appropriate.

Official Use for Remark:

水務署客戶服務部聯絡人表 (於二零零五年一月二十二日生效)

Appendix C/附件丙

Persons to Contact in Customer Services Division of WSD (w.e.f. 22 January 2005)

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

信件郵址是香港灣仔告士打道 7 號入境事務大樓 43 樓或傳真至 2802 7333

組別 Section	區議會區域 District Council Area	職員姓名 Name of Officer	職位 Post	電話 Tel. No.
		林文鵬先生 Mr. M. P. LAM	總工程師/客戶服務 CE/CS	2829 5898
申請供水 Application for Water Supplies				
		伍添寶先生 Mr. T. B. NG	高級工程師/客戶服務(申請供水) SE/CS(A)	2880 2547
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 Central & Western, Wanchai, Eastern, Southern, Islands	劉卓峰先生 Mr. C. F. LAU	工程師/客戶服務(申請供水)香港及離島 E/CS(A)H	2880 2550
		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
		水錶安裝 Installation of Meters		
	灣仔，東區 Wanchai, Eastern	陳喜青先生 Mr. H. C. CHAN	署理總技術主任/客戶服務(工程)香港及離島 CTO/CS(W)H (Atg)	2880 2541
	中西區，南區，離島 (大嶼山除外) Central & Western, Southern, Islands (except Lantau)	蕭思嚴先生 Mr. S. Y. SIU	署理總技術主任/客戶服務(工程)香港及離島 CTO/CS(W)H (Atg)	2880 2551
	離島(只是大嶼山) Islands (Lantau only)	楊曉鳴先生 Mr. H. M. YEUNG	水務督察/客戶服務(申請供水)大嶼山 I/CS(A)L	2856 8171
九龍組 Kowloon Section (辦公地址：九龍長沙灣麗康街 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 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
		水錶安裝 Installation of Meters		
		陳榮楷先生 Mr. W. K. CHAN	署理總技術主任/客戶服務(工程)九龍 CTO/CS(W)K (Atg)	2360 6215
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 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
		水錶安裝 Installation of Meters		
		姚強先生 Mr. K. YIU	署理總技術主任/客戶服務(工程)新界 CTO/CS(W)NT (Atg)	2399 4292

Guidance Notes for Submission of Form WWO 46 (Version 10/2004)

(I) Commencement of Plumbing Works

- (i) Licensed Plumber should submit Parts I and II of the Form and the Annex to notify the Water Authority of the details and commencement date of the plumbing works. Parts IV and V of the Form are to be used for reporting completion of plumbing works and are **NOT** required to be submitted by Licensed Plumber at this time.
- (ii) Information on Parts I and II of the Form will be input to the computer and the notification will be assessed.
- (iii) On completion of the processing, Licensed Plumber will receive Part III of the Form with a Form Serial No. printed on it. A copy of Parts I and II of the Form will also be returned to Licensed Plumber.

(II) Completion of Plumbing Works

- (i) Licensed Plumber should submit Parts IV and V of the Form together with a copy of Parts I, II and III of the Form to report completion of whole or part of the plumbing, including water pipe to be concealed. **Please quote Form Serial No. and ASN on Part IV.**
- (ii) Information on the submitted forms will be input to the computer and the application will be assessed.
- (iii) On completion of the inspection of plumbing works, Licensed Plumber will receive Part V of the Form. A copy of Parts I, II, III and IV of the Form will also be returned to Licensed Plumber.

Guidance Notes for Collection of Water Meters

(I) Large Quantity of Water Meters (200 or more)

- (i) At the time of notifying commencement of plumbing works using Parts I & II of Form WWO46, AP/LP is required to submit a meter acquisition programme giving the number and size of water meters and the time that the meters are expected to be available for installation.
- (ii) AP/LP will receive a reply letter. If the programme is not acceptable, it should be revised and re-submitted for consideration.
- (iii) AP/LP need to confirm the acquisition of each batch of water meters in writing at least **three weeks** before the proposed date of collection of the meters.
- (iv) AP/LP will then receive a reply letter (WWO465) giving the arrangement and contact staff for collection of the water meters. AP/LP will also receive an Undertaking Form (WWO466) for completion and return when he collects the meters.
- (v) AP/LP should make appointment with staff stipulated in WWO 465 to obtain “Collection Note” as well as the softcopy and/or hardcopy of the Meter Installation Table.
- (vi) AP/LP should bring along the “Collection Note” together with the duly completed Undertaking Form (WWO466) to the designated WSD Regional Stores to collect the water meters. AP/LP or his authorized representative is required to sign on the Stock Issue Note with the company chop and hand in the duly completed Undertaking Form (WWO466) at the time of collecting the meters.
- (vii) LP should return the softcopy and/or hardcopy of the completed Meter Installation Table to the Document Management Centre at **43/F Immigration Centre 7 Gloucester Road Wanchai Hong Kong** when reporting completion of plumbing works using Part IV of Form WWO46.

(II) Small Quantity of Water Meters (Less than 200)

- (i) LP can proceed to make appointment with staff stipulated in approval letter to obtain “Collection Note” as well as the softcopy and/or hardcopy of the Meter Installation Table after receiving Part III of Form WWO46.
- (ii) AP/LP should bring along the “Collection Note” together with the duly completed Undertaking Form (WWO466) to the designated WSD Regional Stores to collect the water meters. AP/LP or his authorized representative is required to sign on the Stock Issue Note with the company chop and hand in the duly completed Undertaking Form (WWO466) at the time of collecting the meters.

Address and officer-in-charge of WSD Regional Stores

Ms LAU Mei Na

Tel : 2399 4114 / 2399 4128

New Territories West Regional Store,
G/F WSD Mong Kok Office,
128 Sai Yee Street, Mong Kok,
Kowloon.

Mr KWOK Siu Cheung

Tel : 2152 5525

New Territories East Regional Store,
5/F WSD Kowloon East Regional Building,
11 Tai Yip Lane, Kowloon Bay,
Kowloon.

Ms NG Fung Ling

Tel : 2360 6276 / 2360 6274

Kowloon Regional Store,
10/F WSD Kowloon West Regional Building,
2 Lai Hong Street, Cheung Sha Wan,
Kowloon.

Mr CHENG Hon Keung

Tel. : 2880 2503 / 2564 4647

Hong Kong & Island Regional Store,
G/F WSD Hong Kong & Island Regional Office,
611 King's Road, North Point,
Hong Kong.
