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9 August 2002

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Reference

(1) in WSD 364/1/13/1/02 Pt.1 T/J(3)

Distribution : To all Licensed Plumbers and Authorized Persons

Dear Sirs,

**WSD Circular Letter No. 4/2002**  
**Fresh Water Plumbing Quality Maintenance Recognition Scheme**

The treated fresh water provided by the Water Supplies Department complies fully with the drinking water standard according to the guidelines of the World Health Organization. However, in order to ensure that consumers can enjoy good quality of water at the taps, building owners have to maintain their plumbing systems properly as well. To encourage the building owners to do this, the Water Supplies Department launched the Fresh Water Plumbing Quality Maintenance Recognition Scheme (referred to as the "Scheme" below) on 22 July 2002.

As licensed plumbers are involved in the fresh water plumbing maintenance in buildings in Hong Kong, we enclose a copy of the information paper and application form of the Scheme for your information.

If you have any enquiry of the Scheme, please contact our Customer Telephone Enquiry Centre at tel. no. 2824 5000 or visit our website at <http://www.info.gov.hk/wsd>.

Yours faithfully,

(P.C. MAK)  
for Water Authority

Encl.  
(with Chinese translation)  
c.c. WSD 3608/9/27/95

# **FRESH WATER PLUMBING QUALITY MAINTENANCE RECOGNITION SCHEME**

( 食水系統優質維修認可計劃 )

## **1. Introduction**

The treated fresh water provided by the Water Supplies Department complies fully with the drinking water standard according to the guidelines of the World Health Organization. However, in order to ensure that consumers can enjoy good quality of water at the taps, building owners have to maintain their plumbing systems properly as well. To encourage the building owners to do this, the Water Supplies Department launched the Fresh Water Plumbing Quality Maintenance Recognition Scheme (referred to as the “Scheme” below) on 22 July 2002.

## **2. Objectives**

This Scheme aims to:

- (a) enable local residents and overseas visitors to have greater confidence of the water quality at the tap;
- (b) strengthen the capability of building management agents to achieve value-added performance in meeting the needs of consumers with respect to quality of tap water;
- (c) give recognition to those building management agents who can demonstrate consistent compliance of the prescribed criteria under the Scheme; and
- (d) assist the owners, operators and building management agents to conduct self-assessments on plumbing conditions and to identify areas for necessary maintenance.

### **3. The Scheme**

Participation of this Scheme is voluntary. The target groups to join this Scheme are the owners, operators and management agents of buildings in general. This Scheme has been endorsed by the Advisory Committee on the Quality of Water Supplies (ACQWS). Applications can be submitted to WSD using the form at Annex 1.

### **4. Benefits of Joining the Scheme**

The successful applicants will be awarded a Certificate to recognize proper maintenance of the plumbing systems inside a building for keeping the good quality of government supplied water throughout the inside service up to the consumers' taps. They are entitled to use this Certificate or its copy for display in their buildings, stationeries and promotional materials, subject to the guidelines issued by the Water Supplies Department.

### **5. Criteria for Assessment of Applications**

The application will be assessed based on the following criteria:-

- (a) The plumbing system is inspected at least once every three months by licensed plumbers or qualified building services surveyors or engineers and is found to be in good physical condition.
- (b) All defects identified in the inspections are promptly rectified by licensed plumbers or qualified persons.
- (c) The water tanks are cleaned at least once every three months.
- (d) Water samples are taken in accordance with the recommended procedure and tested for items specified at least once a year and the test results comply with the acceptable limits of these water quality indicators.

### **6. Administration of the Scheme**

The Scheme will be administered by the Water Supplies Department.

## **7. Confidentiality of Applications**

All applications will be kept confidential and only names of successful applicants will be publicized.

## **8. Renewal of the Recognition Certificate**

The Certificate issued under the Scheme is the property of the Water Supplies Department, and signifies the recognition of proper maintenance of the plumbing system concerned. This Certificate will remain valid for one year subject to the satisfactory maintenance of the plumbing system. It can be renewed by using the same Application Form.

## **9. Application and Renewal Fees**

No application or renewal fees will be charged.

## **10. Enquiry Contacts**

Any enquiry on the Scheme can be referred to the Water Supplies Department at:

Tel. No.: 2824 5000

Fax. No.: 2824 0578

E-mail Address: [wsdinfo@wsd.gov.hk](mailto:wsdinfo@wsd.gov.hk)

**29 July 2002**

**To: The Director of Water Supplies**  
**47/F Immigration Tower**  
**7 Gloucester Road**  
**Wan Chai**  
**Hong Kong**

**Fresh Water Plumbing Quality Maintenance Recognition Scheme**  
**Application Form**

I/We\* apply for acceptance to the Fresh Water Plumbing Quality Maintenance Recognition Scheme (referred to as the “Scheme” below).

**A. Business Nature**

*Please indicate the main type of business of your organization by checking “ONE” of the boxes listed below:-*

- Hotels
- Restaurants
- Buildings (residential)
- Buildings (commercial or combined commercial and residential)
- Others (please specify) \_\_\_\_\_

**B. Particulars of the Applicant**

Name of owner / operator / management agent:

\_\_\_\_\_

Correspondence address:

\_\_\_\_\_

\_\_\_\_\_

Name of contact person: \_\_\_\_\_

Post / Title of contact person: \_\_\_\_\_

Contact tel. no. / fax no. : \_\_\_\_\_

Contact e-mail address: \_\_\_\_\_

**C. Name(s) and Address(es) of the Building(s) to be included in the Application** *(please use additional blank sheets if necessary)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **D. Documents to be Included in the Application**

The application shall be submitted together with the following documents for each building:

1. Business Registration Certificate (for hotels and restaurants only).
2. Hotel License or Restaurant License (where appropriate).
3. Incorporated Owners Registration Certificate (where appropriate).
4. Completed Checklist on Tank Cleaning, Water Quality Examination and Plumbing Inspection (Annex 2).
5. Records of Cleaning Water Tanks.
6. Water Quality Examination Results.
7. Inspection Results of Plumbing related to Water Quality.

## **E. Terms and Conditions**

1. I/We\* declare that all the information and supporting documents provided for the purpose of this Application are true, accurate and complete.
2. I/We\* have maintained the plumbing up to a high standard for keeping the good quality of government water supplies throughout the inside service up to the consumers' taps.
3. I/We\* shall ensure that all my/our staff are fully aware of and observe the assessment criteria of the Scheme at all times.
4. I/We\* shall co-operate with the Water Supplies Department (WSD) for checking the compliance of the prescribed criteria of the Scheme if considered necessary by the WSD.
5. I/We\* agree that none of the members of the WSD, the Advisory Committee on Quality of Water Supplies (ACQWS) or the Appeal Board of the Scheme shall have any responsibility or liability whatsoever in relation to any dealings between the Scheme Certificate holder and the holder's customers, or otherwise arising from the Scheme.
6. I/We\* shall not behave in a manner which may jeopardize or damage the reputation or interests of the Government of the HKSAR, the WSD, the ACQWS, the Appeal Board of the Scheme.
7. I/We\* abide by that the Certificate remains the property of the WSD and shall return the Certificate when required by the WSD.
8. I/We\* shall not transfer the Certificates to other persons or organizations without the permission of the WSD.
9. I/We\* agree to abide by the decisions of the Appeal Board and the Terms and Conditions of the Scheme.

I/We\* wish to receive future correspondence relating to the Scheme by e-mail / fax / mail\*.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_  
Name & Title \_\_\_\_\_ Company Chop \_\_\_\_\_

*\* please delete whichever not applicable.*

Building Name: \_\_\_\_\_

**Annex 2**

**Checklist on Tank Cleaning,  
Water Quality Examination and  
Plumbing Inspection**

(Please complete one set for each building)

**A. General Information**

Name of owner / operator / management agent: \_\_\_\_\_  
\_\_\_\_\_

Name of building inspected: \_\_\_\_\_

Building address: \_\_\_\_\_  
\_\_\_\_\_

Correspondence address: \_\_\_\_\_  
\_\_\_\_\_

Name of contact person: \_\_\_\_\_

Post / Title of contact person: \_\_\_\_\_

Contact tel. no. / fax no. : \_\_\_\_\_

Contact e-mail address: \_\_\_\_\_

**B. Cleaning of Water Tanks**

No. of water tanks cleaned: \_\_\_\_\_

Name of person or agent cleaning the water tanks: \_\_\_\_\_

Please attach documentary support on the frequency of cleaning with dates.

Any notification served to the affected consumers? Yes / No

Any complaint caused by cleaning? Yes / No

If yes, actions taken to handle complaints:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Actions taken to prevent future complaints:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Building Name: \_\_\_\_\_

### C. Water Quality Examination

The purpose of the water quality examination is to check whether or not there is any deterioration in the conditions of the plumbing that cause water quality problem. As a guideline, at least one sample for physical and chemical analysis and another one for bacteriological analysis shall be taken from a randomly selected tap supplied from each water tank. The samples shall be taken by an independent body competent of taking water samples in a manner following the Water Supplies Department standard procedure (see Annex 3).

#### (C.1) Sampling

Date of sampling: \_\_\_\_\_

No. of samples taken from each water tanks and locations:

\_\_\_\_\_  
\_\_\_\_\_

Samples taken by: \_\_\_\_\_

#### (C.2) Testing

Date of testing: \_\_\_\_\_

Names of laboratories<sup>1</sup> employed for testing samples:

\_\_\_\_\_

### Testing Results

Please attach documentary support on the testing results.

Parameters	Unit	Acceptable Limits	Method Detection Limit /Range	Test Result	Testing Laboratory
pH		6.5 – 9.5	1.0 –14.0		
Colour	TCU	≤15	5		
Turbidity	NTU	≤ 3	0.1		
Conductivity	μS/cm	≤ 800	2		
Iron	mg/l	≤ 0.3	0.01		
E. coli.	Count / 100ml	0	0		
Total Coliform	Count / 100ml	0	0		



Building Name: \_\_\_\_\_

Note 1: The E. coli and Total Coliform tests shall be performed by an accredited laboratory. The other tests may be carried out by some other laboratories.

An accredited laboratory means a laboratory accredited under the Hong Kong Laboratory Accreditation Scheme (HOKLAS) or equivalent to perform objective testing within the scope of the Scheme and meets the HOKLAS or equivalent criteria of competence. HOKLAS publishes a Directory of Accredited Laboratories and has an updated Internet version at <http://www.info.gov.hk/itc/eng/quality/hkas/hoklas/internet/TestCat-Environmental.shtml>.

#### **D. Inspection of Plumbing Related to Water Quality**

No. of water tanks inspected: \_\_\_\_\_

No. of water pumps inspected: \_\_\_\_\_

Communal riser: Yes / No

Communal downfeed: Yes / No

Date of last 3 inspections: 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

Total no. of inspections in the past 12 months: \_\_\_\_\_

Name of Licensed Plumber or Building Services Surveyor/Engineer employed for inspection: \_\_\_\_\_

Documentary support for the inspection results shall be submitted in the format as shown on next page:-

Building Name: \_\_\_\_\_

**Inspection Results:**

Date of Inspection: \_\_\_\_\_

Component	Action	Finding (✓/✗)	Follow up Actions to be Taken
Water Pipe (from connection point, communal riser to communal downfeed) and Pump	Is there any leakage?		
	Is there any serious corrosion to cause discolouration?		
Filter if installed	Is it installed for supply from a water tank?		
	Is it maintained with replacement of filter cartridge in accordance to the instruction given by the supplier?		
Water Tanks	Is the water dirty?		
	Are the tanks dirty?		
	Is there any cross connection between the fresh water storage tank and the flushing or fire service water tank?		
	Are the metallic components susceptible to corrosion?		
	Is there any sign of corrosion?		
	Are the overflow and warning pipes functioning and free from obstructions?		
	Are the access manholes provided with raised necks?		
	Are the access manhole covers double-sealed and locked?		

**Inspected by:** \_\_\_\_\_

## Fresh Water Plumbing Quality Maintenance Recognition Scheme

### Sampling for Water Quality Examination

Samples of drinking water for physical, chemical and bacteriological examinations under the above scheme shall be collected, preserved and handled using the standard techniques such as those listed below:-

Standard Technique	Sections to be followed
ISO 5667 Water Quality – Sampling <sup>[1]</sup>	Part 2: Guidance on sampling techniques
	Part 3: Guidance on the preservation and handling of samples
	Part 5: Guidance on sampling of drinking water and water used for food and beverage processing
WHO – Guidelines for drinking-water quality 2 <sup>nd</sup> Edition Volume 3 <sup>[2]</sup>	Annex 4 Sampling methods for bacteriological testing
APHA Standard Methods for the Examination of Water and Wastewater 20 <sup>th</sup> Edition <sup>[3]</sup>	Section 1060 Collection and Preservation of Samples

Notes:

- [1] International Standard ISO 5667-2, 3 and 5 Water Quality – Sampling, International Organization for Standardization, Geneva, Switzerland.
- [2] Guidelines for drinking-water quality 2<sup>nd</sup> Edition Volume 3, World Health Organization, Geneva, 1997
- [3] Standard Methods for the Examination of Water and Wastewater, 20<sup>th</sup> Edition, 1998, American Public Health Association, American Water Works Association and Water Environment Federation.