



水務監督辦事處
Office of the Water Authority

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檔 號 (15) in WSD 1382/172/4/99 Pt.4 TJ(1)
Reference

5 July 2000

Distribution : To all Licensed Plumbers and Authorised Persons

Dear Sir,

WSD Circular Letter No. 2/2000 Target Response Time for Completing the Key Activities in respect of the Application for New Water Supply

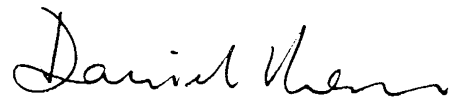
In our Circular Letter No. 1/98 dated 10 August 1998, we have provided target response time for completing the key activities in respect of the application for new water supply. To further step up our service to the public and the practitioners, we have recently reviewed the target response time to look for improvements. We are now able to shorten some of them. A revised list of services and their target response time is summarized in Annex for your information.

In case your application is not processed within the target response time or you want to discuss the way in which your application has been handled, you are advised to contact the supervisory staff of our Regional Offices to which your application is submitted.

If after contacting our Regional supervisory staff you still cannot resolve your case, you may bring the matter to the attention of our headquarters in writing, and address your letter to :-

Chief Engineer/Regional Administration
Regional Administration Division
Water Supplies Department
Immigration Tower
7 Gloucester Road
Hong Kong

Yours faithfully,

A handwritten signature in black ink, appearing to read "Daniel Chan". The signature is fluid and cursive, with a long horizontal stroke at the end.

(CHAN Shu-pui, Daniel)

for Water Authority

Target Response Time of Services provided by Water Supplies Department

Services	Target Response Time
Reply plumbing submissions for applications for new water supply	20 working days* (or 12 working days for re-submission with minor amendment)
Issue Form WWO 46 (Form G) to Licensed Plumber	5 working days
Provide water supply connection after approval is given for general cases	8 weeks (or 14 working days after Excavation Permit has been obtained from Highways Department)
Inspect completed inside service on receipt of Form WWO 46 (Form H)	7 working days
Issue endorsed Form WWO 46 (Form H) or WWO 1008 to Licensed Plumber after site inspection	within 3 working days (or immediate on site after inspection for simple cases)
Commence fixing of water meter for new water supply (by WSD) after inside service being checked in order	2 working days* for small scale new development #or existing building without plumbing modification

* This has been included in WSD Performance Pledge

This applies to those new developments which do not require more than 5 water meters or new connections from government mains.