

Report of Main Burst Case (as at 31/3/2025)

Detail of Main Burst						Detail of Supply Isolation					Supporting Service	
Date and Time of Receiving Fault Complaint	Location of Main Burst	Size of Water Main (mm)	Closure of Road(s)	Area / Building(s) for which Water Supply Affected	Type of Supply	Date and Time of Supply Isolation	Date and Time of Reduction of Heavy Outflow Substantially	*Time after receipt of report for valve closure to reduce heavy outflow substantially (hr/min)	Date and Time of Supply Resumption	#Time for Supply interruption (hr/min)	Temporary Water Supply Provided (Yes/ No/ N/A)	Type of Temporary Water Supply (Water Wagon/ Stand Pipe/ Water Storage Tank)
20/10/2024 16:09:00	No.1 Harbour Road (Wan Chai District)	200mm	2 of the eastbound lanes and 1 of the westbound lane of Harbour Road	Grand Hyatt Hotel and Convention Plaza Apartments	Fresh Water	20/10/2024 17:16:00	20/10/2024 16:50:00	0hrs41mins	21/10/2024 00:15:00	6hrs59mins	Yes	Water Wagon
16/01/2025 13:49:00	Kwai Fuk Road near L/P FA9719, Kwai Chung	300	One carriageway lane on Kwai Fuk Road eastbound	Kwai Chung Estate, Kwai Fuk Court, Kwai Luen Estate and Kwong Fai Circus area	Salt Water	16/01/2025 17:49:00	16/01/2025 14:30:00	0hrs41mins	17/01/2025 05:30:00	11hrs41mins	N/A	N/A
20/01/2025 02:46:00	Nam On Street, LP44834, Shau Kei Wan (Eastern District)	300mm	Nil	Nil	Salt Water	20/01/2025 03:48:00	20/01/2025 03:46:00	1hrs0mins	Water Supply Not Affected	Water Supply Not Affected	No	Nil
02/11/2024 16:40:00	Near Lamppost FB7281, Cheung Tung Road, Siu Ho Wan, Lantau	1200	Cheung Tung Road near Siu Ho Wan Water Treatment Works	Tung Chung Area including Hong Kong Boundary Crossing Facilities (HKBCF)	Fresh Water	03/11/2024 22:00:00	02/11/2024 21:07:00	4hrs27mins	04/11/2024 10:07:00	12hrs7mins	Yes	Water Wagon and Water Storage Tank
12/03/2025 17:01:00	Near L/P46029, Siu Sai Wan Road (Eastern District)	200mm	Siu Sai Wan Road Eastbound between Harmony Road and Sun Yip Street near Siu Sai Wan Estate Closed	Siu Sai Wan Estate Phase 1&2	Salt Water	12/03/2025 18:00:00		0hrs59mins	13/03/2025 12:07:00	18hrs7mins	N/A	N/A
31/03/2025 04:31:00	No. 31 Tsat Tsz Mui Road, North Point, (Eastern District)	400mm	two lanes at 1-31 Tsat Tsz Mui Road closed	Nil	Fresh Water	31/03/2025 08:59:00		4hrs28mins	01/04/2025 01:24:00	16hrs25mins	No	Nil

Performance Pledge Related to Main Burst:

***Time after receipt of report of burst main for valve closure to enable repair works to start**

-for pipe diameter up to 300mm
80% within 1 hour and 15 minutes

-for pipe diameter above 300mm to 600mm
80% within 2 hours

#Duration of supply interruption due to fresh water main burst

70% within 7 hours

#Duration of supply interruption due to salt water main burst

75% within 24 hours