

Guidelines on Actions to be Taken by Management Offices in the Event of Water Quality Incidents

When encountering water quality incident, the Management Office is recommended to take the following actions:-

(1) Immediate Actions to be Taken after Receipt of Resident's Complaint/Report Related to Water Quality

- Review whether there is any on-going or recently completed maintenance works for communal service, which may be a source of quality problem.
- Check with other residents whether they experience the same quality problem to discern if it is an isolated case or the problem of the whole building.
- Inspect the communal service including the sump tanks and roof tanks to determine whether there is any abnormality in the plumbing system of the building or it is the problem of the mains supply.

If it is confirmed that the quality problem lies within an individual unit or the building's own plumbing system, the Management Office may employ a licensed plumber to check the plumbing system.

If the quality problem is suspected to be arising from the mains supply (e.g. presence of bituminous particles, sand particles or odour), the Management Office should promptly contact the Customer Telephone Enquiry Centre of Water Supplies Department (WSD) at 2824 5000 to report the incident and obtain more information.

(2) Interim Actions to be Taken in Case of Suspected Quality Problem of Mains Supply

- Close the inlet valve at the lot boundary and the outlet valves of the sump tanks/roof tanks to confine the impact of the quality problem to the building.
- Inform the residents not to use water in the plumbing system, particularly for drinking and cooking purpose.
- Advise the resident not to use the water heaters and other water-using apparatus.
- Arrange for necessary manpower and other resources for cleansing of the internal plumbing system immediately once the quality of water supply from the government mains resume normal.
- Pay attention to announcement from WSD or contact the WSD's Customer Telephone Enquiry Centre at 2824 5000 to check the temporary water supply arrangement, if any, and when the mains supply resumes normal.

(3) Actions to be Taken after Mains Supply Resumes Normal

- Open the inlet valve at the lot boundary, drain out the stagnant water, flush thoroughly the communal service (e.g. from connection point to sump tank and from sump tank to roof tank).
- Thoroughly cleanse the sump tanks and roof tanks, and drain out all incoming water into the sump tanks and roof tanks until the water quality is fine (i.e. free from impurities or odour).
- Advise the residents to remove the strainers at the water taps, cleanse the strainers and flush the taps until the quality of tap water is fine (i.e. free from impurities or odour) before using the water.
- Advise the residents not to use water heaters or other water-using apparatus right after resumption of the water supply to prevent impurities being trapped in them until the internal plumbing system is thoroughly cleansed.

If the Management Office encounters any problem in any of the above when dealing with water quality problem please feel free to contact the WSD's Customer Telephone Enquiry Centre at 2824 5000 for technical support and assistance.