

FAQs:

- **Who are the beneficiaries of the concession measure?**

The beneficiaries of this concession measure are non-domestic customers, including water supply for trade, construction and shipping purposes.

- **How is the concession ceiling determined?**

The concession ceilings for each account per day for water charges of \$328.84 and sewage charges of \$164.42 are determined by dividing the monthly caps of \$10,000 (water charges) and \$5,000 (sewage charges) as announced by the Chief Executive in the 2025 Policy Address by using average monthly billing period of 30.41 days.

Regarding the concession ceiling for the entire consumption period per each account, it is calculated by multiplying the number of days falling within the concession period during the consumption period by the abovementioned concession ceiling per day.

- **When does the concession commence and end?**

The concession period is from 15 January 2026 to 14 January 2027 (both dates inclusive), totaling 365 days.

- **How will the concession be implemented? Are customers required to submit any application?**

Customers do not need to submit an application. The concession will cover the water consumption period from 15 January 2026 to 14 January 2027. The Water Supplies Department (WSD) will apply the corresponding reduction on the water bills issued to eligible customers starting from 15 January 2026.

- **How can I find out the amount of reduced charges on the water bill for the relevant consumption period?**

Please refer to the illustrations of calculation of concession.

- **How will the WSD handle the application of taking up of consumership during the concession period?**

The WSD will issue deposit demand note as usual upon taking up of consumership, and issue the water bill to the new customers. The charges on the bill will be adjusted according to the concession measure.

- **If a customer applies for closure of account on or after the effective date of the concession, will the subsequent final bill reflect the concession?**

The WSD will issue final bill as usual upon the closure of the water account, and make adjustment on the final bill for the concession measure. The total charges (if any) or the deposit balance (if any) will take into account the concession.

Please note that a refund cheque will be sent to the last known correspondence address provided by the registered customer by ordinary mail. To avoid delay, the registered customer should notify the WSD of any change of correspondence address when submitting the application for closure of water account.