

To : The Water Authority  
43/F Immigration Tower  
7 Gloucester Road  
Wan Chai, Hong Kong  
Tel.: 2824 5000 Fax: 2802 7333  
Email: wsdinfo@wsd.gov.hk

<b>For official use only</b>	ACID:	Processed by:
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**APPLICATION FOR TAKING UP OF CONSUMERSHIP (Notes 1, 2 & 3)  
FOR PREMISES WITH SEPARATE METERS  
INSTALLED IN SUBDIVIDED UNITS (SDUs) FLAT**

I/We, the undersigned, being the landlord/person(s) responsible for the management of the premises hereby apply for taking up the consumership of the premises as stated in the "Service Address" hereunder. I/We declare that the premises is in a domestic building or domestic portion of composite building.

**Service Address (Note 4):** \_\_\_\_\_

Effective Date of Taking up (Note 5): \_\_\_\_\_ (DD/MM/YYYY)

**METER DETAILS**

Meter No. of each SDU. (Note 6)  
(use a separate sheet if more space is required)

Meter Reading (Note 7)  
(all the digits shown in the meter,  
including preceding and succeeding zeros)

Date of Meter Reading  
(DD/MM/YYYY)

I/We wish to receive the  
"Bill" in

English

(Note 8)

Chinese

(i) \_\_\_\_\_  
(ii) \_\_\_\_\_  
(iii) \_\_\_\_\_  
(iv) \_\_\_\_\_  
(v) \_\_\_\_\_

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

Flushing Meter (if any)

Meter No.  
(i) \_\_\_\_\_

Meter Reading  
\_\_\_\_\_

Date of Meter Reading  
\_\_\_\_\_

**Name of Applicant (Note 9)** : \_\_\_\_\_  
(in English & in block letters) Surname First  
(in Chinese): \_\_\_\_\_

\*H.K. Identity Card Number / Travel Document Number / Business Registration Number (Note 10): \_\_\_\_\_

E-mail Address for Receiving e-Bills:  
**(Deposit bill will be sent by post) (Notes 11 to 13):** \_\_\_\_\_

Contact Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Deposit Bill Mailing Address / Correspondence Address (in block letters) (Note 14): \_\_\_\_\_

**UNDERTAKING AND AGREEMENT**

- A I/We undertake to pay as the consumer at such period(s) as the Water Authority may in any case determine, to the Government of the Hong Kong Special Administrative Region any charges and deposit (Notes 15 & 16) due as provided in accordance with the Waterworks Ordinance and Regulations (Cap.102) in respect of the inside service in the premises (including the inside service serving the SDUs) and the Sewage Services Ordinance and Regulations (Cap.463), including sewage charges (if applicable)(Note 17). I/We further undertake to be responsible for the custody and maintenance of the above-mentioned inside service and the custody of any meter pertaining to the inside service in the same premises (Note 18).
- B. I/We hereby specifically agree to comply with all the provisions of the Waterworks Ordinance and Regulations (Cap. 102) and the Sewage Services Ordinance and Regulations (Cap.463).
- C. I/We agree :
- (i) to the use of the meter reading and the effective date provided above, subject to the Water Authority's validation, as my/our initial reading and take-up date respectively for my/our new accounts;
  - (ii) to allow Water Supplies Department to deliver duplicate water bill to each SDU tenant by post, where such duplicate water bill is **not** bearing the name and the mailing address of the registered consumer;
  - (iii) upon requested by the Water Authority, I/We shall take meter readings of each SDU myself/ourselves and report the readings to the Water Supplies Department within the first three working days at 4-month bill interval;
  - (iv) to provide assistance to remove obstruction and allow Water Supplies Department staff to enter the flat and all SDUs therein to take meter readings or inspect/replace/repair/maintain the meters when necessary;
  - (v) to employ a licensed plumber to install, remove or replace the separate water meters as requested by the Water Authority; and
  - (vi) to remove and return the separate water meters to the Water Authority if the SDUs failed to be recognized as basic housing units.
- D. I/We fully understand and agree to the Water Authority using data collected from me/us for the purpose of or in connection with a change of consumership and the payment and collection of water and/or other charges administered by the Water Authority. If I/we do not provide sufficient data, the Water Authority may not be able to process my/our application. I/We agree that these data and other related information may be transferred to other Government bureaux and departments. I/We understand that I/we can request the Departmental Secretary of the Water Supplies Department at 48/F Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong for access to and correction of the personal data. (Please see the Personal Information Collection Statement on the back page)

**Signature of Applicant/Company's Chop**

(For a company/firm, please sign by the Authorized Representative and stamped with the company's chop)

Date:

\* Delete where inappropriate.

Tick the appropriate box

Please see notes on the back page  
WWO1(SDU) (Rev.4/2026)

## Notes

1. This form is applicable to application for taking up the water consumership of a domestic flat which is split into two or more subdivided units (SDUs), there are separate plumbing systems for each individual SDU and each individual SDU with separate Water Supplies Department's water meter installed. No change shall be made to the Water Supplies Department's water meter without written approval from the Water Authority.
2. The applicant of this application shall be the landlord or the person who is responsible for management of the entire flat. If the applicant is the landlord, he/she should submit a document to prove his/her identity as the landlord (e.g. a photocopy of the Land Register). If the applicant is not the landlord, he/she should submit additional document(s) to prove that he/she is the person who is responsible for management of the entire flat (e.g. a photocopy of the tenancy agreement signed by the landlord and the applicant, or a photocopy of the authorization letter signed by the landlord). The full name and the signature of the landlord shall be clearly shown in the document. The applicant should submit the document(s) concerned with the application form and other necessary documents for our checking.
3. This form must be properly completed by the new applicant in respect of an inside service and lodged with the Water Authority for registration as the consumer. The Water Authority may approve any person who meets the criteria as stipulated in Section 7 of the Waterworks Ordinance as the registered consumer without seeking consent of the existing registered consumer.
4. Please provide the service address in details. The application with incomplete or incorrect address will not be processed.
5. Please provide a correct "Effective Date of Taking up" that you are willing to be the Registered Consumer (RC) of a water account.
6. Please provide the meter number of each separate water meter installed in the premises if they are known to you.
7. You should take meter reading yourself only if it is safe to do so. The Water Authority and the Government of the Hong Kong Special Administrative Region shall not be held responsible for any loss, injury or damage whatsoever caused by the taking of meter reading by yourself or your agent.
8. If you select to receive your "Bill" in Chinese and wish to have your name and correspondence address printed in Chinese in the "Bill", please provide the said information in Chinese.
9. As shown on your Hong Kong Identity Card/travel document/Business Registration Certificate.
10. For a firm/company, a photocopy of the Business Registration Certificate should be provided together with the application form. For an individual applicant, he/she should provide a photocopy of his/her Hong Kong Identity Card or travel document together with the application form. The photocopy of the identity documents will be destroyed immediately after the checking process.
11. Deposit bill will be mailed to the service address or the mailing address provided. Subsequent water bills will be sent in form of e-Bill to the email address provided. For details of the e-Bill Services, please visit our website: [http://www.wsd.gov.hk/ebill\\_service\\_en](http://www.wsd.gov.hk/ebill_service_en).
12. An activation email will be sent to you. Please click the link in the email to activate the e-Bill service. For firm/company consumer, Access Code will be sent by post separately for activation.
13. Any change of email address should be reported to the Water Authority immediately.
14. Any change of correspondence address should be reported to the Water Authority immediately.
15. The deposit paid under this undertaking for each separate water meter installed in the premises is **not transferable, non-interest bearing** and may be applied by the Water Authority at any time to the payment of any charges.
16. The Water Authority may demand water and sewage charges based on the difference in water consumption between the meter serving the entire flat and all of the separate meters installed if necessary.
17. Sewage charges are payable by consumer/agent whose premises are connected to public sewers.
18. The liability of the consumer/agent under this undertaking shall continue until
  - (i) another consumer/agent is approved by the Water Authority in his/her place; or
  - (ii) the undertaking is cancelled by the Water Authority.Should there be any change in ownership or agent who is responsible for management of the flat, the consumer/agent should notify the Water Authority to discharge his/her liability.

## Personal Information Collection Statement

### Purposes of Collection

1. The personal data provided in this application form will be used for the purpose of or in connection with a change of consumership, the payment and collection of water and/or other charges administered by the Water Authority and other related matters.
2. It is obligatory for you to supply the personal data as required by this form. If you fail to supply the required data, your application may be refused.

### Classes of Transferees

3. The personal data you provide may be disclosed to other government bureaux and departments for the purposes mentioned in paragraph 1 above.

### Access to Personal Data

4. You have a right of access to and correction of your personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided in this application form.

### Enquiries

5. Enquiries concerning the personal data collected by means of this application form, including the making of access and corrections, should be addressed to the Departmental Secretary of Water Supplies Department at 48/F Immigration Tower, 7 Gloucester Road, Wan Chai, HK.

