

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

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**APPLICATION FOR TAKING UP OF CONSUMERSHIP (Note 1) AND
UNDERTAKING REFERRED TO IN SECTION 7 OF THE WATERWORKS ORDINANCE (CHAPTER 102)
AND SECTION 5 OF THE SEWAGE SERVICES ORDINANCE (CHAPTER 463) (Note 2)**

I/We, the undersigned, being the occupier(s)/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.

Service Address (Note 3): _____

Meter No.: _____ Effective Date of Taking up (Note 5): _____ I/We wish to receive the "Bill" in ☐ English
(Note 4) _____ (DD/MM/YYYY) (Note 6) ☐ Chinese

Meter Reading (If available) (Note 7): _____ Date of Meter Reading _____
(all the digits shown in the meter) (DD/MM/YYYY)

I/We declare that the type of service supply is:
(Please select only **ONE** supply type)

☐ Domestic Supply ☐ Non-domestic supply (including trade accounts, construction accounts and Government accounts)

Please fill in Business Classification Code and Trade Description as follows (Notes 8 to 10):
(Please refer to the booklet "Classification of Water Consumer Accounts")

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Code

Trade Description _____

Name of Consumer (Note 11)
(in English & in block letters) :

Surname First

(in Chinese):

*H.K. Identity Card No. / Travel Document No. / Business Registration No. (Note 12): _____

E-mail address for Receiving e-Bills:
(Deposit bill will be sent by post) (Notes 13 to 15): _____

Contact Telephone No.: _____ Fax No.: _____

Deposit Bill Mailing Address / Correspondence Address (in block letters) (Note 16): _____

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 (Note 17) due as provided in accordance with the Waterworks Ordinance and Regulations (Cap.102) in respect of the fire service/inside service (if applicable) in the premises and the Sewage Services Ordinance and Regulations (Cap.463), including sewage charges and trade effluent surcharges (if applicable). I/We further undertake to be responsible for the custody and maintenance of the above-mentioned service and the custody of any meter pertaining to the 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 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 account.
- 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.
W.W.O. 1—Form F(c) (Rev.9/2025)

Notes

1. This form must be properly completed by the new consumer in respect of a fire service or 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.
2. Sewage charges and trade effluent surcharges (if applicable) are payable by consumer whose premises are connected to public sewers.
3. Please provide the service address in details. The application with incomplete or incorrect address will not be processed.
4. Please provide the meter number if it is known to you.
5. Please provide an "Effective Date of Taking up" that you are willing to be the Registered Consumer (RC) of a water account.
6. 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.
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.

Notes related to Types of Service Supply (Notes 8 -10)

8. Six-digit Classification Code and Trade Description must be filled in.
9. If discrepancies exist between the stated business classification code and trade description, the business classification code shall prevail. The business classification code and description can be obtained from our website at https://www.wsd.gov.hk/filemanager/common/pdf/dsd_tes_3000.pdf or our Customer Enquiry Centres.
10. Should there be any subsequent changes to your business which affect the business classification, please notify the Customer Services Section of Drainage Services Department at G/F, Western Magistracy, 2A Pok Fu Lam Road, Hong Kong of the new business classification code and trade description.
11. As shown on your Hong Kong Identity Card/travel document/ Business Registration Certificate.
12. 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.
13. 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.
14. 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.
15. Any change of email address should be reported to the Water Authority immediately.
16. Any change of correspondence address should be reported to the Water Authority immediately.
17. The deposit paid under this undertaking is **not transferable, non-interest bearing** and may be applied by the Water Authority at any time to the payment of any charges.
18. The liability of the consumer under this undertaking shall continue until:
 - (i) another consumer 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 consumership/management of the premises, the consumer 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.

Taking Up of Consumership



Please scan the QR code to access information on how to take up a water account.