

Notes:

For both existing registered consumer and new consumer

1. This form is to facilitate the existing registered consumer to apply for termination of consumership and the new consumer to take up the consumership at the same time. It is to be completed by both the existing and new consumers. With the completion of this form, both the existing and new consumers have agreed on meter reading and a date for transfer of consumership
2. Please provide the service address in details as shown in the "Bill". The application with incomplete or incorrect address will not be processed.
3. 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

For existing registered consumer

4. Part B of this form must be signed by the existing registered consumer or his/her lawful attorney; in the case where the registered consumer is deceased, the form must be signed by his/her next-of-kin or the executor / administrator of his/her estate.
5. e-Bill user will receive the final bill via e-mail.
6. The deposit will be utilised to offset the final account as indicated in the final bill. The refund of water deposit will be processed if there is a credit balance after such offsetting. If the deposit is insufficient to cover the total outstanding water and sewage charges and trade effluent surcharges, a final bill for the balance outstanding will be sent to you for settlement. The remainder of the deposit, if any, will be refunded by a crossed cheque payable to the existing registered consumer.

For new consumer

7. 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.
8. 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.
9. 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.
10. 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.
11. Any change of email address should be reported to the Water Authority immediately.
12. Any change of correspondence address should be reported to the Water Authority immediately.

Notes related to Types of Service Supply (Notes 13-15)

13. Six-digit Classification Code and Trade Description must be filled in.
14. 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.
15. Should there be any subsequent changes to your business which affect the business classification, please notify the Sewage Services Branch of Drainage Services Department at Drainage Services Tower, 8 Ying Wa Street, Cheung Sha Wan, Kowloon of the new classification code and trade description.
16. 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.
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. Sewage charges and trade effluent surcharges (if applicable) are payable by the consumer/agent whose premises are connected to public sewers.
19. 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 consumership/management of the premises, 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.

Closing Accounts and Refund of Water Deposit



Taking Up of Consumership

