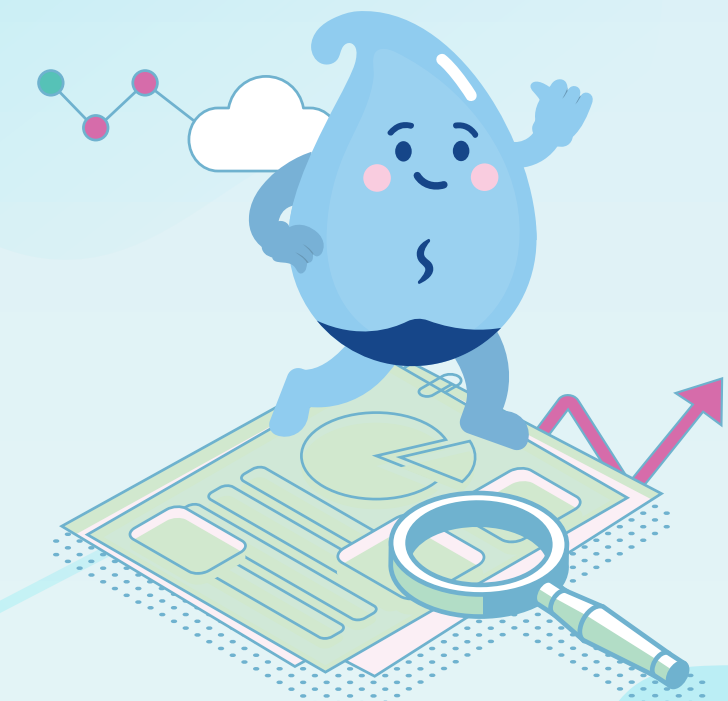


# Enhanced Water Quality Monitoring Programme



## Hong Kong is One of the Safest Drinking Water Cities in the World



The Water Supplies Department ("WSD") strictly monitors the water quality from source to taps. Comprehensive monitoring reveals that the drinking water fully complies with the stringent Hong Kong Drinking Water Standards ("HKDWS").

HKDWS is developed based on the national and international standards including the World Health Organization's Guidelines for Drinking-water Quality, European Union standards, and standards from seven advanced countries to continuously maintain the Hong Kong's drinking water quality to the highest global standard. HKDWS will be updated as appropriate.



## Monitoring Purpose and Parameters of this Programme

To monitor drinking water quality covering all consumers' taps in Hong Kong.

The data collected will be used to review HKDWS.

### Monitoring parameters:



## Invitation for Participation

Participating premises are randomly selected from all water accounts by a WSD's independent consultant.

The WSD will send invitation letters to the Registered Consumer ("RC") and occupier of the selected premises, and its property management agent (if any).

WSD will issue more invitation letters than required<sup>1</sup> to collect sufficient drinking water samples.

Not all invited premises will be sampled for water.

Sampling team:  
♦ a WSD water sampler; and  
♦ a licensed plumber appointed by the consultant.

<sup>1</sup>It is to cater for unsuccessful entry to some of the invited premises (e.g. the door is not answered) for collection of drinking water samples.

## Non-mandatory Participation

Participation is by invitation and non-mandatory.

## On the Day of Visit and Sampling



The sampling team in uniforms and with staff cards will visit invited premises on weekdays from 9:00 a.m. to 5:00 p.m., excluding holidays.



Sample staff card of WSD's Water Sampler

With the consent of the occupier, the sampling staff will collect drinking water samples from a kitchen or other water tap for potable purpose.

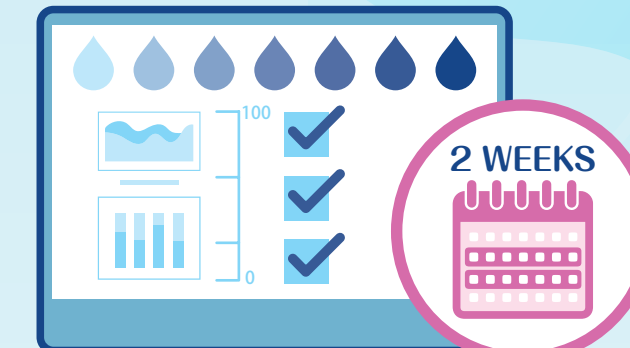
The process will take about one hour.

### Sampling Protocol:



## Test Results

The results will be mailed to the RC and occupier within two weeks from the sampling date.



If exceedance is found, the WSD will notify as soon as possible

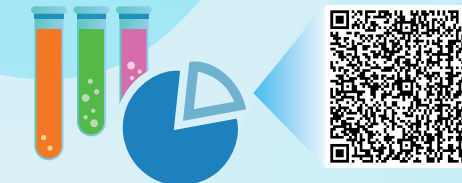
- the occupier by hand;
- the RC;
- the owner; and
- the relevant party responsible for maintaining and managing the building. If there is also a possibility of exceedance in drinking water in other internal plumbing systems in the same building, they are requested to notify other water consumers in the building.

### Follow-up Actions:



## Publication of Water Quality Statistics

The test results of individual premises will be compiled into water quality statistics and published every week on the WSD's website.



## Purpose of Data Collection

(i) will be used for the purposes of this programme and the general administration of the Waterworks Ordinance and the Waterworks Regulations and any other purposes directly related thereto; and

(ii) may be transferred to other Government bureaux and departments, relevant licensing authorities, party responsible for maintaining and managing the building in which the premises participating in this programme is located (including but not limited to property management agent and owners' association) and any other relevant parties for the purposes set out in (i) above.

The WSD will NOT reveal the full address of the premises participating in this programme and the identities of the RC, the occupier and the property owner unless consent is obtained from them or when general public health is at risk as revealed by the test result.

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