

Meter Testing Laboratory

The laboratory is accredited by HOKLAS for specific tests as listed in the HOKLAS Directory of Accredited Laboratories.

General Information

The Meter Testing Laboratory of the Water Supplies Department is located at the Lung Cheung Road Mechanical & Electrical Workshop. It provides meter accuracy testing services for the water meters of our customers and Department. For continual improvement of the Meter Testing Laboratory, the equipment and instruments have been upgraded in recent years to minimize the test uncertainty and also to enhance the control and monitoring of the testing environment. Staff undertaking meter tests are well trained and the testing procedures are standardized. Furthermore, with the implementation of an effective quality policy we can assure the public that the testing services rendered by the Meter Testing Laboratory are of high quality, reliable and also comply with the relevant statutory requirements and International Standards.

Does my water meter require testing?

When the water consumption indicated in your water bill is found abnormally high but the pattern of water usage has not changed, you are advised to firstly check if there is any leakage at the inside service piping of the premises. If required, you may engage a licensed plumber for checking and repair. If there appears to be no obvious reason and you have doubt on the accuracy of the meter, you may also apply for testing of the meter. The application form for meter testing is available at our Customer Enquiry Centres and WSD website. We will inform you the venue, date and time of the test. We will also invite you to witness the testing process.

When will I get the result?

The test report will be mailed to correspondence address of registered consumer. If you or your representative witness the test, you will also be able to see the test result immediately after the test.

Quality Policy

The Meter Testing Laboratory is dedicated to provision of quality service and in this respect has an objective to ensure customer satisfaction and conformity to statutory and International Standard requirements.

Test Standard

The water meter test is determined by 'Collection' method in which the quantity of water passed through the meter is collected in a calibrated tank and the quantity is determined volumetrically, as per ISO 4064.

Scope of Test

The Meter Testing Laboratory has been accredited by 'Hong Kong Laboratory Accreditation Scheme' (HOKLAS) for performing accuracy tests on meters of size 15, 25, 40, 50, 80, 100, 150 and 200mm.

Testing Method

The water meter test is conducted using 'Collection' method, in which the quantity of water passed through the meter is collected in a calibrated tank and measured under controlled testing environment. The accuracy is determined by comparing the difference in measurements.

HOKLAS is operated by Hong Kong Accreditation Service of the Innovation and Technology Commission. Its aim is to recognise and promote competent testing and calibration laboratories. Laboratory accreditation is a formal recognition that a testing laboratory is competent to carry out a specific test and has implemented an effective quality system.

Water Meter Testing Schematic Diagram

(Words in diagram)

Transparent Pipe

Scale

Calibrated Tank

Transparent Pipe

Drain Valve

Valve

Flow Meter

Valve

Water Storage Tank

Flow Control Valve

Valve

Pressure Gauge -To show the degree of blockage of meter under test

Water Meter

Pressure Gauge - To monitor the upstream pressure variation

Pressure Reducing Valve -To maintain the system pressure during the test

Temperature Sensor

Valve

Thermometer -To monitor the system water temperature Water Supply

According to Part 4 30(2) of the Waterworks Regulations, a meter shall be deemed to register correctly if its inaccuracy does not exceed 3% above or below the correct amount.

Test Result Calculation

Assuming:

- Quantity of water registered by the meter = V_m
- Quantity of water collected by the Calibrated Tank = V_t
- ▶ Then, water meter inaccuracy = $(V_m - V_t) / V_t \times 100\%$

24-hour Customer Service Hotline: 2824 5000

Web Site Address: <http://www.wsd.gov.hk/>

Email: wsdinfo@wsd.gov.hk

Meter Testing Laboratory

Address: 2/F, Lung Cheung Road Mechanical & Electrical Workshop, 300
Lung Cheung Road, Kowloon

Telephone No.: 2339 3511

Business Hour:

Monday to Friday: 9 a.m. to 12:30 p.m. & 1:30 p.m. to 6 p.m.

Closed on Saturday, Sunday & Public Holidays