

## **Consumer's Responsibility**

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### **The Government**

Main owned by the Government and maintained by the Water Authority.

### **Registered Agent**

(e.g. Property Management Office)

To take custody of, maintain and repair the communal service after the control valve nearest to the main, including the water mains and other associated fittings (such as water pumps, water tanks, valves and others).

### **Individual Consumers**

To take custody of, maintain and repair the internal plumbing system serving their own premises.

Water Supplies Department

Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

Customer Telephone Enquiry Hotline: 2824 5000

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

## **Individual Consumers**

To take custody of, maintenance and repair of the internal plumbing system solely serving their own premises, including the water pipes and fittings between their individual meters and the communal service. To be responsible for the safe custody of individual meters serving their own premises.

## **Registered Agent's Responsibility (e.g. Property Management Office)**

To take custody of, maintain and repair\* the communal service after the control valve nearest to the main including the water mains and other associated water supply facilities in the private streets and communal areas within private housing estates and buildings (such as underground pipework within lot boundaries, water pumps, water tanks, valves and others).

\*You are suggested to employ a licensed plumber to maintain and repair the plumbing facilities. For leakage detection of underground pipework, professional leakage detection companies can be engaged.

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