



水務署
Water Supplies Department

總部 Headquarters

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48/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

Tel: 2829 5896
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6 February 2026

BY EMAIL

Dear Sirs / Madams,

**Request for Proposal (RFP) for
Provision of Services by Payment Platforms
in Conjunction with the Promotion of Electronic Billing
for the Water Supplies Department**

We are requesting for proposal for the provision of services by payment platforms to promote electronic billing of water bills. The background of the promotion and some details of the requirements are specified at Annexes I and II respectively.

2. If your company is interested in providing such services, please submit your proposal by completing the attached *proforma* and returning it by fax to 2829 4662 or email to ebill_bcu@wsd.gov.hk on or before **6 March 2026**.

3. Please note that this document is meant for collecting information only and **should not be construed as the Government's commitment to order**. This is **not a part of a tendering process**. Any purchase will **be subject to tender(s)** and the information provided above and in the attachments will be subject to change. By submitting proposal for this request, your company is deemed to acknowledge that **the Government shall not be liable for any costs or expenses** so incurred by your company. The final service specifications and requirements are subject to subsequent tender(s), if any.

4. Any enquiries concerning the service specifications shall be made in writing to ebill_bcu@wsd.gov.hk.



Yours faithfully,

A handwritten signature consisting of a stylized 'f' or 'R' shape followed by a curved line.

(Ms. Rainbow CHAN)
for the Director of Water Supplies

Encl.

**Request for Proposal (RFP) for
Provision of Services by Payment Platforms
in Conjunction with the Promotion of Electronic Billing
for the Water Supplies Department (WSD)**

1. Purpose

The WSD intends to explore the collaborations with payment platforms to promote electronic billing. The WSD therefore wishes to request proposals on this.

2. Background of the Electronic Billing (e-bill) and eWater Mobile App of WSD

To reduce paper consumption and enable customers to receive and view bills electronically, the WSD launched the e-bill service in late 2009. As of December 2025, around 8.3% of WSD's 3.3 million accounts subscribed the e-bill service, with an average monthly growth rate of approximately 0.2%.

In September 2025, the WSD introduced a new integrated mobile app, the eWater. Through the eWater, users can have omnipresent access to a wide range of water supply information and services by managing their accounts and applying for various water services directly within the app. These services include opening and closing of water accounts, settling water bill payments via the Faster Payment System with e-banking mobile apps in addition to the various payment methods previously available, applying for e-bill services and viewing water bills, billing summaries, and payment histories. Push notifications such as notifications of bill issuance, payment reminder, water suspension and resumption updates help draw eWater users to important messages. The eWater eliminates the need for submissions by post or in-person, offering a one-stop experience for accessing WSD services in an easy and flexible manner. Since the launch of the eWater, the WSD is experiencing a steady growth in subscriptions to the e-bill service.

More information on e-bill, the eWater and payment methods is available in the following links:

<https://www.wsd.gov.hk/en/customer-services/manage-account-and-water-bills/e-bill-service/index.html>

<https://www.wsd.gov.hk/en/customer-services/ewater-mobile-app/index.html>

<https://www.wsd.gov.hk/en/customer-services/manage-account-and-water-bills/water-bills/payment-methods/index.html>

Framework of Services Requirements

1) Duration and Timeframe:

The WSD plans to engage one or more than one service provider(s) to provide the services aimed to promote e-bill for a period of one year from Q4 2026 / Q1 2027 tentatively.

2) Scope of Services:

The service provider(s), which is / are widely used payment platform(s), is / are required to provide proposal(s) to encourage our Registered Consumers (RC) to subscribe for e-bills.

2.1) Targets

The targets of the promotion are the over 3 million RC of the WSD who have not yet and / or have subscribed for our e-bill services.

2.2) The service provider(s) is / are expected to provide the services including but not limited to the following:

- (a) Promotion proposal(s) to attract e-bill subscriptions, for example, rebates, coupons, and / or add-on services to the new and / or existing e-bill subscribers upon payment through the designated payment platform(s);
- (b) Technical and customer support upon the launch of the promotion;
- (c) Case management system or platform for follow-up enquiries and / or system issues; and
- (d) Provide reports and / or statistics on the promotion offered.

3) Service Team Requirements:

The service provider(s) is / are expected to set up Service Team(s) consisting of System Analysts and Customer Service Representatives.