

更改帳單語言或聯絡資料，請致電水務署客戶服務熱線 **2824 5000**，你亦可填妥以下表格交回水務署。
To change the bill language or contact details, please call Water Supplies Department Customer Services Hotline 2824 5000. You may also complete and return the form below to WSD.

用戶編號 Account No.

用水樓宇電話 Service Address Tel. No.

註冊用戶姓名 Name of Registered Consumer
 先生 Mr / 太太 Mrs / 小姐 Miss / 女士 Ms

聯絡電話 Tel. No.

傳真號碼 Fax No.

更改帳單語言 Change Bill Language 中文 Chinese 英文 English

如要求電子帳單服務，請於方格內加上「✓」號，並提供電郵地址。
 If e-bill service is requested, please tick the box and provide email address.

新通訊地址 New Correspondence Address

電郵地址 Email Address

室 Flat *樓 Floor 座 Block 大廈名稱 Building Name

上列更改生效日期 (日/月/年)
 Effective Date of Above Changes

屋邨名稱 Estate Name 街道編號及名稱 Street No. and Street Name

地區 District 香港 HK 九龍 KLN 新界 NT

* 如新通訊地址是以中文填寫，而中英文樓層數字並不相同，請在此格填上英文樓層。

If the new correspondence address is provided in Chinese and the floor number in English is different from that in Chinese, please fill the floor number in English in this box.

英文樓層
 Floor Number
 in English

註冊用戶簽署 (如用戶為公司，請填寫授權代表姓名及蓋上公司印鑑)
 Signature of Registered Consumer/Authorized Representative
 (For a company/firm, please fill in the name of the Authorized Representative and stamped with the company's chop)



Contact Channels	Water Supplies Department (Website: https://www.wsd.gov.hk) All matters related to this bill (except Sewage Charge and Trade Effluent Surcharge)	Drainage Services Department (Website: https://www.dsd.gov.hk) Matters related to Sewage Charge and Trade Effluent Surcharge (including Notes 4 and 5 below)
Telephone	2824 5000 Fax: 2802 7333	2834 9432 Fax: 3104 6433
Email	wsdinfo@wsd.gov.hk	customer_services@dsd.gov.hk
In Person	Customer Enquiry Centres (Visit the above website or call 2824 5000 for details)	Customer Services Section, Sewage Services Branch (Visit the above website or call 2834 9432 for details)
By Post	Water Supplies Department, 43/F Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong	Sewage Services Branch, Drainage Services Tower, 8 Ying Wa Street, Cheung Sha Wan, Kowloon

Notes

- Registered consumer has to comply with all the provisions of the Waterworks Ordinance and Regulations (Cap. 102 and 102A) and the Sewage Services Ordinance and Regulations (Cap. 463, 463A and 463B).
- Registered consumer shall be responsible for payment of water charge, sewage charge and trade effluent surcharge (if applicable) until the consumership is terminated. Application for termination of consumership should be submitted within 30 days (but not less than 14 days) before the effective date of termination of consumership. Please contact us for any change in consumership status. Water Supplies Department may apply the deposit to the payment of any outstanding charges upon termination of account.
- The tier charging structure for fresh water for domestic or flushing purpose is on a 4-month period (defined as 121.64 days) pursuant to the Waterworks Regulations. The volume in each tier is calculated on a pro-rata basis according to the actual number of days in the billing period.
- The sewage charge and trade effluent surcharge (if applicable) are collected by Water Supplies Department on behalf of Drainage Services Department. If these charges are included in the bill but the premises are not connected to communal sewers/drains, or if the premises are connected to communal sewers/drains but these charges are not included, please contact Drainage Services Department for rectification. Please notify Drainage Services Department immediately of any change in business with supporting documents.
- Any appeal in writing in the business category, and discharge factor must reach Drainage Services Department together with supporting documents within 30 days from the date of this bill.

Payment Methods (Please quote the Charge No. for payment)

Autopay

Please contact us or your bank to obtain the 'Direct Debit Authorization form'.

Faster Payment System (FPS)

Use any mobile banking apps or e-wallet that supports QR code payments to scan the FPS QR code on this bill for payment. Or you can make payment via 'eWater' or 'iAM Smart' Mobile App.

PPS (Merchant Code : 08)

Dial 18031 or visit <https://www.ppskh.com> for payment.

Automatic Teller Machine (ATM)

Please make payments through any ATM with either a logo of 'JETPAYMENT' or 'Bill Payment Service'.



支持環保，請掃描二維碼申請電子帳單
 Save the environment, please scan QR code to apply for e-bill

By Post (No receipt will be issued for this payment method)

Mail the crossed cheque payable to "The Government of the HKSAR" with the payment slip to the Treasury, P.O. Box 28000, Sham Shui Po Post Office, Hong Kong.

In Person (Please retain the receipt for record)

Bring along the bill to the post office or convenience store (7-Eleven, Circle K Convenience Stores (HK) Limited (Circle K) and U select) to make the payment.

Other Payment Methods

Visit the Treasury's website at <https://www.try.gov.hk> for details. Or you can scan the QR code below to visit our department's website and choose a suitable method for paying your water and sewage charges or water deposit.



請掃描二維碼詳閱如何繳交水費及排污費或水費按金
 Please scan QR code to access information on how to pay the water and sewage charges, or water deposit.