

How to Apply for Water Supply

1. General

In order to have water supplied from government mains to your premises, you should apply to the Water Supplies Department (WSD) to become the registered consumer of the plumbing solely serving your premises. And if there is no existing agent for the communal plumbing (i.e. private internal water supply system common to several or more consumers), you will also need to apply to become the registered agent. When a new connection from government mains is required, you will need to request the WSD to carry out the necessary connection work and meter installation at your cost. You will be advised of the estimated cost of the work concerned and requested to make payment before the work commences.

2. Types of Water Supply Applications

Water supply applications can be classified broadly into:

- (i) new potable / flushing / fire service water supply;
- (ii) separate metering;
- (iii) reconnection of meter;
- (iv) temporary water supply for a construction site;
- (v) conversion to use of salt water for flushing; and
- (vi) others, e.g. portable meter, replumbing, relocate / enlarge meter, etc.

3. Application Procedures

(1) New potable / flushing / fire service water supply or Temporary water supply for a construction site:

- (a) For a new development, check the lease conditions of the development to confirm whether water supplies from government mains can be made available. You may also write to us and indicate briefly your requirements with the exact location of the development marked on a block plan. If water supplies can be given, we will send you the details of the relevant government mains for preparation of plumbing proposals.
- (b) Complete and submit application form WWO 542 with the plumbing proposals.
- (c) You must NOT commence plumbing works until plumbing proposals have been approved by the Water Authority. You should employ a licensed plumber to install all pipes and fittings.

- (d) Settle the demand notes within 14 days of their issue dates for payment of meter installation / connection fee and water deposits.
- (e) Your licensed plumber submits form WWO 46 to notify the Water Authority of the details and commencement date of the plumbing works, and certify that the pipes and fittings intended to be installed comply with the Waterworks Regulations.
- (f) Your licensed plumber submits Part IV of form WWO 46 to the Water Authority as soon as the plumbing works have been completed. Supply will be given when the plumbing works have been inspected and found satisfactory and relevant commissioning requirements (including water sampling test) have been fulfilled.

(2) Separate metering or Conversion to use of salt water for flushing or Meter relocation or Others:

- (a) Before you submit the application, please ensure that:
 - the plumbing proposal is technically feasible;
 - if part of an inside service is required to be retained as communal service, it is necessary to obtain an undertaking from the Developer/Owner, Management Committee, Landlords Association, Residents Association, Incorporated Owners, Mutual Aid Committee or an individual resident flat owner to accept responsibility for the common inside service from the connection to the main.
- (b) Submit application form WWO 542 with the plumbing proposals.
- (c) You must NOT commence plumbing works until plumbing proposals have been approved by the Water Authority. You should employ a licensed plumber to install all pipes and fittings.
- (d) Settle the demand notes within 14 days of their issue dates for payment of meter installation / connection fee and water deposits.
- (e) Your licensed plumber submits form WWO 46 to notify the Water Authority of the details and commencement date of the plumbing works, and certify that the pipes and fittings intended to be installed comply with the Waterworks Regulations.
- (f) Your licensed plumber submits Part IV of form WWO 46 to the Water Authority as soon as the plumbing works have been completed. Supply will be given when the plumbing works have been inspected and found satisfactory and relevant commissioning requirements (including water sampling test) have been fulfilled.

(3) Reconnection of meter:

- (a) Submit application form WWO 542.
- (b) On receipt of your application, the Water Authority will issue a demand note to you for payment of the refixing / connection fee and water deposit, and the meter will be refixed once payment has been made. If the case involves improper meter position which makes it impossible to install the meter, the Water Authority will request the applicant to carry out necessary rectification. The Water Authority will install the meter upon receipt of the applicant's notification of completion of the rectification works.

(4) Fees and Charges (effective from 29 March 2019)

Fees and charges payable under the Waterworks Regulations are:

(a) Under regulation 6(5) of Waterworks Regulations – Making a connection to the main and installing (including reinstatement of the ground surface) the part of a fire service or inside service on land held by the Government –		
	For any length of 100 metres and below	For each metre or part of a metre in excess of 100 metres
(i) Pipes of any size up to and including 20mm in diameter	\$2,830	\$125
	For any length of 30 metres and below	For each metre or part of a metre in excess of 30 metres
(ii) Pipes above 20mm in diameter up to and including 25mm in diameter	\$4,040	\$180

(iii) Pipes above 25mm in diameter up to and including 40mm in diameter	\$5,530	\$225
(b) Under regulation 18(2) and 28(2) of Waterworks Regulations– Reconnecting a fire service or inside service		\$420
(c) Under regulation 26(2A) of Waterworks Regulation–		
(i) Providing and installing a meter		\$460
(ii) Providing a meter		\$120

General Information

Change of Consumership

For cases where the premises are presently supplied with water but a change of consumership is required because of a change of ownership, tenancy or occupancy, please use form WWO 1. Applications for taking-up or termination of domestic supply or flushing supply in personal capacity may be made by calling WSD’s Customer Enquiry Hotline 2824 5000. Application form is not required.

For cases where there is no water supply to the premises or the water supply has been disconnected, i.e. the meters have been removed, please either come to our Customer Enquiry Centres or submit the completed form WWO 542 to apply for water supply and installation of new meter by post, by fax or by email.

To avoid the need for reconnection, new consumers are advised to try to contact the outgoing registered consumers - direct or through property agents - to agree on a date of change of consumership and jointly complete form WWO 1145 for change of consumership. Account information such as service address and meter number can be verified by the outgoing registered consumers and the new consumers together, which will lower the chance of incorrect information being provided by new consumers that may lead to cases of wrong change of consumership. If outgoing registered consumers have

separately submitted their applications for closure of account to WSD but the meters have not yet been removed, new consumers should use form WWO 1 for taking up accounts.

Water Conservation

To uplift the standard of water efficiency of plumbing fixtures and appliances, for all plumbing works in designated part of premises requiring the submission of Form WWO 46, the proposed products to be used should comply with prescribed water efficiency grades registered under Water Efficiency Labelling Scheme.

Employment of Designated Persons

You should employ a designated person to construct, install, maintain, alter, repair or remove your fire service or inside service (i.e. specified plumbing works), except for the alterations or repairs which are, in the opinion of the Water Authority, of a minor nature. Alterations or repairs to a fire service or inside service must not be considered as of a minor nature if the alterations or repairs would, in the opinion of the Water Authority, adversely affect the efficiency of the fire service or inside service in providing a reliable and adequate supply of water; or quality of the water.

Enquiry

For more details, you may visit our website at <http://www.wsd.gov.hk>. If you have any enquiry, please contact us through our Customer Telephone Enquiry Hotline: 2824 5000 or by e-mail to: wsdinfo@wsd.gov.hk