

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

聯絡電話 Tel. No.

先生 Mr / 太太 Mrs / 小姐 Miss / 女士 Ms

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

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

電郵地址 Email Address

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

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

地區 District 香港 HK 九龍 KLN 新界 NT

英文樓層 Floor Number in English

* 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.

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	Drainage Services Department, G/F, Western Magistracy, 2A Pok Fu Lam Road, Hong Kong

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.

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



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

Autopay

For application, please contact us or your banker for obtaining the Direct Debit Authorization form.

Faster Payment System (FPS)

Use any mobile banking app or e-wallet that supports Government QR code bill payment to scan the FPS QR code printed on this bill to make payment.

In Person (Please bring along this bill and retain the receipt for record)

At post office: Make cash or cheque payment at any post office. The cash payment shall be below HK\$120,000 per day, per bill or per transaction.

At convenience store: Make payment at any 7-Eleven, Circle K Convenience Stores (HK) Limited (Circle K), China Resources VanGO Convenience Store (VanGO) and U select in Hong Kong. Only cash is accepted at 7-Eleven while both cash and EPS are accepted at Circle K, VanGO and U select. The maximum limit for each cash transaction is HK\$5,000 and that for EPS transaction is subject to the card issuer's EPS daily limit.

PPS (Merchant Code : 08)

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

Automatic Teller Machine (ATM)

Select 'Bill Payment' function through any ATM with either a logo of 'JETPAYMENT' or 'Bill Payment Service'.

Other Electronic Payment Methods

Visit the Treasury's website at <https://www.try.gov.hk> for details.

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. Please write the Charge No. at the back of the cheque and ensure sufficient mailing time and postage to make delivery in order.

Underpaid mail will be rejected. Cash/cash cheques should not be sent through the post. Post-dated cheques are not accepted.