



Performance Pledge

We launched the performance pledge scheme in 1993 and have since announced our performance achievements annually. You will find in this booklet a complete list of our achievements in 2016/17, our targets for 2017/18 and highlights of our major public relations activities in 2016/17.

Performance Measurements

For Daily Water Supply Services and Telephone Enquiry Services, service performance is measured by achievement of targets in terms of quality levels or standard times involved.

For Account-related Services, Meter-related Services and Other Services, targets are stipulated in minutes for services provided at our Customer Enquiry Centres or through the telephone and in working days (i.e. the number of working days, excluding the day on which the application is received) for services not provided through these channels.

Effective Monitoring

To ensure customer satisfaction, various service-monitoring mechanisms have been adopted to help us pursue continuous improvement in our customer services. Customers are welcome to express their comments on our service standards through various channels, such as our telephone hotline, fax, Customer Enquiry Centres, the Internet, WSD Mobile App, commendation and suggestion forms, regular customer opinion surveys, etc.



2017/18 Performance Targets and 2016/17 Achievements



Services	2017/18 Targets	2016/17 Achievements
Daily Water Supply Services		
Fresh water quality (at connection points)	100% compliance with World Health Organization (WHO) Guidelines for Drinking-water Quality (2011)	Target achieved
Salt water quality (at connection points)	96% compliance with WSD Water Quality Objectives	Target achieved
Supply pressure - fresh water supply - salt water supply	15 - 30 metres ⁱ 15 metres ⁱ	100% 100%
Response time for attendance to fault complaints - fresh water supply fault ⁱⁱ - others	Half a day 24 hours	100% 100%
Notice for planned suspension of water supply	4 working days' advance notice	99.95%
Duration of suspension of water supply for planned work	98% within 8 hours	Target achieved
Time after receipt of report of burst main for valve closure to enable repair works to start - for pipe diameter up to 300mm - for pipe diameter above 300mm to 600mm	94% within 1.5 hours 75% within 1 hour and 15 minutes 94% within 2.5 hours 75% within 2 hours	95.87% Target achieved Target achieved Target achieved
Maximum duration of supply interruption due to fresh water main burst	85% within 8 hours 70% within 7 hours	96.26% Target achieved
Provision of emergency temporary fresh water supply after isolation of burst main	85% within 3 hours ⁱⁱⁱ	Target achieved

i. Minimum residual head in the distribution systems except at their extremities.

ii. Including cases of no fresh water supply; polluted fresh water supply; and internal fresh water pipe burst likely to cause flooding.

iii. Emergency temporary water supply, which will normally not be provided for supply interruptions expected to last for not more than 3 hours, will be provided in the form of standpipes, water tanks or water wagons.



2017/18 Performance Targets and 2016/17 Achievements



Services	2017/18 Targets	2016/17 Achievements
Account-related Services		
Taking up of consumership		
- in person	15 minutes ^{iv}	100%
- by phone	15 minutes ^{iv}	99.98%
- by post	7 working days ^v	100%
- by fax	7 working days ^v	100%
- by email	7 working days ^v	100%
Issue of final bill upon closure of account	3 working days	100%
Refund of water deposit	9 working days ^{vi}	99.96%
Application for autopay	3 working days ^{vii}	100%
Meter-related Services		
Reply to application for metered supply to new building projects	20 working days	98.24%
Accuracy of water meters	Inaccuracy not exceeding $\pm 3\%$	97.3%
Meter Testing	8 working days ^{viii}	100%
Accuracy of meter readings	99.95%	Target achieved
Fixing of water meters for new accounts	2 working days	100%
Reconnection of water supply	1 working day ^{ix}	100%
Issue of meter test report	99% within 3 working days ^x	100%
Inspection of new building projects	7 working days ^{xi}	98.6%
Issue of "Certificate Regarding Water Supply Connection (Form WWO 1005)"	10 calendar days ^{xii}	100%





2017/18 Performance Targets and 2016/17 Achievements



Services	2017/18 Targets	2016/17 Achievements
Telephone Enquiry Services		
Success rate of measurable incoming calls connected to Customer Telephone Enquiry Centre	99%	Target achieved
Success rate of calls connected to operators	94%	Target achieved
Waiting time for operator service	70% not more than 30 seconds	Target achieved
Other Services		
Application for fishing licence - by post - in person	3 working days 10 minutes	99.83% 100%
Interim reply to correspondence from the public	10 calendar days	99.99%
Reply to application for plumber licence	10 working days	99.97%
Conducting publicity campaigns and seminars for promotion of combating unauthorised water consumption	60 nos.	Target achieved
Initiating an investigation after receiving a complaint on suspected unauthorised water consumption within one day	85%	Target achieved

- iv. Processing time.
- v. Complete process, including finalising account of the outgoing customer.
- vi. The cheque for refund of water deposit will be issued within 9 working days after issue of final bill.
- vii. Upon receipt of notification from banks.
- viii. From removal of meter to meter test.
- ix. After payment has been received.
- x. After the water meter test has been conducted.
- xi. Upon report of completion of plumbing works by the licensed plumber.
- xii. After (a) receipt of application form WWO 132 Pt II;
(b) the plumbing works have been inspected to the satisfaction of the Water Authority; and
(c) water supply connection has been made.



Public Relations Activities



The Water Supplies Department (WSD) Customer Liaison Group has been an effective channel to collect valuable opinions from Group members from all walks of life since its establishment in July 1993. A customer newsletter, Waterlink, is published after each Group meeting held every 4 months.

The predecessor of the Advisory Committee on Water Supplies (ACWS) was the Advisory Committee on the Quality of Water Supplies, which was founded in April 2000. In response to the concern of the public on the conservation and management of water resources, the Government expanded the scope of the Advisory Committee and renamed it Advisory Committee on Water Resources and Quality of Water Supplies from April 2012. Against the growing expectation from the public on wider aspects of water supplies such as water network management in addition to water resources-related issues and the quality of water supplies in Hong Kong, the Government further expanded the scope of the Advisory Committee to cover water network management and renamed it ACWS from April 2016.

The ACWS is an independent body comprising members from the public and government representatives including academics, district councillors, green advocates, professionals, trades and officials from related government departments and bureau.



WSD participated in the “Walk for Water 2016” charity walk organised by A Drop of Life on 8 May 2016, raising funds for building water cellars for the rural residents in Mainland. Over 3,000 participants including the Director of Water Supplies, Mr Enoch LAM, and WSD colleagues carried baskets with heavy and bulky water bottles and strode through a 3km-journey on Repulse Bay Beach to experience the hardship of villagers in arid mountain areas. During the event, the WSD and organiser also set up a number of game booths for participants to learn how to build water-saving habits in daily life.

Jointly organised by the Environment Bureau and the Hong Kong Trade Development Council, “Eco Expo Asia” was held at the AsiaWorld-Expo from 26 to 29 October 2016.

To showcase the work and latest achievements of WSD in promoting energy efficiency and environmental protection, WSD introduced the “Smart Metering Reading (AMR) System” and “New Enhancements of WSD Mobile App” to the business sector, public institutions and citizens in the exhibition. WSD also exchanged views with participants on environmental protection.





The “InnoCarnival 2016” was organised at the Hong Kong Science Park from 29 October to 6 November 2016. The Department introduced its “Desalination” project to practitioners and the public. The proposed seawater desalination plant, which will provide a resilient water resource not susceptible to climate change, will help safeguard the security of Hong Kong’s fresh water resources. The nine-day carnival attracted thousands of guests to visit the booth and a lot of positive feedback had been received in support to the Department’s future direction in providing transparent and timely water consumption information to customers so as to enhance their awareness on water conservation.



WSD held the Plumbing Industry Professional Development Exchange Session and the Launching Ceremony for the Voluntary Continuing Professional Development (CPD) Scheme for Licensed Plumbers on 5 November 2016 in collaboration with the Vocational Training Council, the Construction Industry Council and plumbing trade associations. The aims of the exchange session and the CPD scheme are to encourage plumbers to continue self-improvement, introduce how to enhance the professional image of plumbers and attract youngsters to join the industry.

The Water Conservation Week 2016 organised by the WSD was held from 17 to 21 November 2016. Under the theme “Save Water We Can”, the Week aimed to promote water conservation through activities including “Cherish Water Campus” Award Ceremony, “Water Resources Sustainability – Marching On” Seminar, and the “Water Conservation - Past • Present • Future” Exhibition which introduced the history and technology of water supplies. The Week attracted more than 20,000 visitors who were encouraged to overcome the challenge of climate change and to make our community “climate ready” in echo with the “Climate Ready @ HK” Campaign.



The WSD held the Ma On Shan Water Treatment Works Open Day on 20 November 2016. Through guided tours and an exhibition, the participants could know more about the stringent water treatment process and comprehensive monitoring control in Hong Kong.



A water treatment works-related exhibition that included “Raw Water Supply System in Hong Kong”, “Water Treatment Process”, “Development of Water Treatment Technology in Hong Kong” and “Innovation at Water Treatment Works” was also set up in the exhibition gallery. It enabled the visitors to gain an in-depth understanding of the water treatment technology and developmental history of different treatment works in Hong Kong.

Public Relations Activities



WSD held a certificate presentation ceremony for “Quality Water Supply Scheme for Buildings (QWSSB) – Fresh Water (Plus) and Flushing Water” on 21 November 2016 at the Hong Kong Polytechnic University for the awarding of certificates to recognise the efforts of property owners and property management companies in proper maintenance of their plumbing systems.

The “QWSSB - Fresh Water (Plus)” includes testing of heavy metals in water and an expanded scope of water sampling to enhance water quality assurance for buildings.

To enhance understanding of related parties on the tips for water use and using wall-mounted dispensers, WSD organised 4 identical seminars for kindergartens, kindergarten-cum-child care centres, residential institutions, day centres and child care centres on 17, 18 & 20 January 2017 focusing on two topics, namely “Ways to ensure water quality and water safety in drinking water” and “Proper use of wall-mounted dispenser”.



WSD is committed to providing safe drinking water and also attaches great importance to the views of stakeholders to maintain good community relations. In view of this, the Department invited the Tuen Mun District Council to visit the Tuen Mun Water Treatment Works on 2 March 2017. Through this visit, members were briefed on the technology, water monitoring procedure and application of renewable energy involved in the whole water treatment process. WSD also sought members’ advice on its service.



A Drop Of Life organised its 5th “Race for Water” on 12 March 2017. Over 4,000 participants carried heavy bottled water on their backs and ran through arduous hilly trails, experienced for themselves the hardship of walking long distances to fetch water with the aim to enhance public awareness towards water conservation. WSD colleagues participated in the race to promote water conservation and raise funds for building water supply or purifying facilities in arid mountainous areas of Nepal and Cambodia.



To mark the significance of the “World Water Day”, Friends of the Earth (Hong Kong) and the WSD co-organised the “Water Forum 2017” with the theme “Climate Change Resilience - Sponge City” at City Gallery, Central on 22 March 2017. Nearly 150 academics and representatives from the business sectors, green groups and professional bodies attended the Forum to give focused discussions on Hong Kong’s readiness to cope with the potential threats against climate change and the total water management strategy in Hong Kong.





Awards



Our efforts to provide excellent water supply services and care for the community have gained recognition every year. In the financial year 2016/17, we received the following awards:

Year of Award	Awarding Party	Award Received	Awardees or Representatives
2016	The Community Chest	Employee Contribution Programme 2016/17: CARE Scheme (Civil Service Category) – 3rd Highest Donation	Water Supplies Department
2016	Autodesk, Inc.	(Infrastructure) Small Project Winner for AEC Excellence Awards 2016	Water Supplies Department 
2016	Office of the Ombudsman	The Ombudsman's Awards 2016 for Officers of Public Organisations	Mr FU Sau Bong Engineer/ Kowloon (Customer Services) Inspection Mr NGAI Kwok Leung Engineer/ Hong Kong (Distribution 1) 
2016	Autodesk, Inc.	Honorable Mentions - Autodesk Hong Kong BIM Awards 2016	Water Supplies Department
2017	Hong Kong Green Building Council Limited	Provisional Gold rating under BEAM Plus New Buildings (V 1.2)	Water Supplies Department 



Information



Telephone Enquiry Hotline: 2824 5000

Matter	Automatic Telephone Enquiry Service	Operator Telephone Enquiry Service
Water Supply & General Matters	24 hours	
Billing & Consumership Matters	24 hours	Monday to Saturday: 8:45 am to 6:30 pm

Fax Hotline

Water Supply & General Matters	2519 3864
Billing & Consumership Matters	2802 7333

WSD Mobile App



Request for Information

If you wish to obtain information about WSD and our water supply services, please feel free to write to our Access to Information Officer.



Water Supplies Department, Immigration Tower,
7 Gloucester Road, Wan Chai, Hong Kong



www.wsd.gov.hk



wsdinfo@wsd.gov.hk

Suggestions

Your valuable suggestions are always welcome. You can express your opinions by completing our Customer Suggestion Forms and Excellent Service Commendation Forms, which are available at Customer Enquiry Centres and the Meter Testing Laboratory. The forms can also be downloaded from our website.



There may be occasions when, despite our best endeavour, certain targets could not be met. In such cases, you have the right to request a full and prompt explanation by calling our Public Relations Unit at 2829 4799 / 2829 4559.

Right of Appeal

Should you find your case having not been dealt with to your satisfaction, you can write to the Director of Water Supplies.



Customer Enquiry Centres



Address	Office Hours
Hong Kong Island	
<p>Wan Chai Customer Enquiry Centre 1/F, Immigration Tower, 7 Gloucester Road, Wan Chai (Wan Chai MTR Station A5 Exit)</p>	<p>Office Hours Monday to Friday: 8:30 am to 6:30 pm Saturday, Sunday & Public Holidays: Closed</p> <p>Service Hours for Fishing or Plumber's Licence Application Monday to Friday: 9:15 am to 5:00 pm Saturday, Sunday & Public Holidays: Closed</p> <p>Fee Collection Service and Sale of Water Ticket Service are <u>not available</u> at this centre.</p>
Kowloon	
<p>Mong Kok Customer Enquiry Centre G/F, 128 Sai Yee Street, Mong Kok (Mong Kok MTR Station D3 Exit)</p> <p>The Mong Kok Customer Enquiry Centre will be relocated to G/F, No. 41 Tit Shu Street, Tai Kok Tsui with effect from 3 April 2018 (Tuesday). Fee Collection Service is not available at Tai Kok Tsui Customer Enquiry Centre.</p>	<p>Office Hours Monday to Friday: 8:30 am to 6:30 pm Saturday, Sunday & Public Holidays: Closed</p> <p>Service Hours for (i) Fee Collection Service (ii) Fishing or Plumber's Licence Application (iii) Sale of Water Ticket Service Monday to Friday: 9:15 am to 5:00 pm Saturday, Sunday & Public Holidays: Closed</p>
New Territories	
<p>Sha Tin Customer Enquiry Centre 3/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin</p> <p>Tai Po Customer Enquiry Centre 4/F, Tai Po Government Offices, 1 Ting Kok Road, Tai Po</p> <p>Tuen Mun Customer Enquiry Centre 7/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun</p>	<p>Office Hours Monday to Friday: 8:30 am to 6:30 pm Saturday, Sunday & Public Holidays: Closed</p> <p>Fee Collection, Fishing or Plumber's Licence Application and Sale of Water Ticket Services are <u>not available</u> at these centres.</p>



You may pay the fees relating to water supply at designated convenience stores or any post offices.



Our Vision

To excel in satisfying customers' needs for the provision of quality water services



Our Mission

- ✔ To provide a reliable and adequate supply of wholesome potable water and sea water to our customers in the most cost-effective way
- ✔ To adopt a customer-oriented approach in our services
- ✔ To maintain and motivate an effective, efficient and committed workforce to serve the community
- ✔ To remain conscious of our responsibilities towards the environment
- ✔ To make the best use of resources and technology in our striving for continuous improvement in services



Our Values

- ✔ Customer satisfaction
- ✔ Reliability
- ✔ Environmental awareness
- ✔ Dedication
- ✔ Improvement
- ✔ Teamwork

