供水故障投诉
Water Supply Technical Fault Complaints

如家中供水出现问题，可拨以下电话号码求助:
If there is a problem with your water supply, you may call the following numbers for assistance:

客戶電話查詢熱線
Customer telephone enquiry hotline: 2824 5000

傳真熱線
Fax hotline: 2519 3864

為迅速解決問題，來電請先向管理處及鄰居查詢
THINGS THAT YOU CAN DO FIRST BEFORE CALLING US

如供水中斷，請你先向大廈管理處及鄰居查詢，以查看是否其他住戶出現相同問題，他們可能已經找出問題所在。
In case of no supply, please check with the building management office and your neighbours to see if they have the same problem. They might have already found out the cause of the problem.

如懷疑家中內部供水設備有毛病，應安排持牌水喉匠詳加檢查。
If you suspect that there are defects in the inside services of your premises, you should arrange with a licensed plumber to carry out a more detailed inspection.

供水中斷或供水微弱 No supply or Weak Supply

1 樓宇的總掣或水錶前的水掣未完全開啟
(Large management area should have these water stops open).
Main control valve serving your building or stopcock before water meter is not fully opened. (Your building management office should know where the meters are located.)

2 因欠繳水費或未遵守「要求用戶進行修理或其他工程通知書」的規定而被拆除水錶。
Water meter having been removed due to non-payment of water bills or non-compliance with ‘Notice Requiring the Consumer to Carry Out Repairs or Other Works’.

3 內部供水設備漏水或出現其他毛病。
Leakage or other defects in internal services.

水質欠佳 Poor Water Quality

1 樓宇的天台水箱及地下水錶不潔。
Unclean roof tank and sump tank in the building.

2 樓宇的水管系統內時會出現氣泡，令飲水看似鮮白色，可嘗試開啟水錶頭沖水片刻。
Air bubbles in the plumbing systems make the tap water look milky white. Try leaving the water to run for a moment.

3 樓宇內供水設備銹蝕，尤其長時間沒有用水，可嘗試開啟水錶頭沖水片刻。
Rust in inside services, especially if water has not been used for a long time. Try leaving the water to run for a moment.

如能先行查明上述情況，通常便可即時解決問題；本署人員亦可根據你檢查所得資料，更快捷、更有效率地處理你的問題。
By checking the above first, you might in many cases solve your problem right away. Nevertheless, it will be helpful to provide us with more specific details about your complaint so that our staff can attend to your problem more quickly and efficiently.

請記住：為確保使用水質，你必須負責保持維修費轄的內部供水設備。
Please remember, as the registered consumer you are responsible for the maintenance of the inside services serving your premises.

供水如何處理供水中斷
How Does WSD Handle Interruption of Water Supply

供水突然中斷，一般情況都是因為水喉爆裂引致。本署接到投訴後，會立即通知分區的維修隊前往維修，但請各位客務留意下列情況：
Sudden interruption of water supply is generally caused by main bursts. Upon receipt of a main burst complaint, WSD will immediately inform the emergency standby gang concerned to go to the scene for emergency repairs. In this connection, we would like to draw our customers’ attention to the following:

1 供水被突斷，除非水喉爆裂引致，否則主水管及泵房均會自動開放。
When the supply is suddenly cut off, unless it is caused by a burst, the main water supply and the pump room will automatically open.

2 長時間不使用供水，應先開水掣，等水完全沖走後，才可再度使用。
If no water is being used for a long time, water should be flowed through to remove any impurities before being used again.

3 如遇上述情況，請即向我們查詢。
In case of the above situations, please contact us immediately.
有時客戶會覺得本署工作人員久未到達爆管現場。其實在大數情況下，本署的工作人員已迅速到達現場。 fazer關閉爆水管。由於工作人員位置不一定在爆管現場附近，所以客戶未必能見到工作人員的行動。

Sometimes the complainant may wonder why our staff do not show up after a long time. In fact, in most cases, our staff have arrived in the vicinity of the scene promptly to turn off the valve, but since the valve may be some distance away, the complainant may not be aware of the action taken by them.

閥閉水掣所須時間要視乎水掣的大小，所需閥閉水掣的位置及現場環境。最快可以在十分鐘內完成。但有時可能需要三十小時。所以客戶見到爆破位置不當有水流出，並非不作为本署未展開搶修工作。

The time needed to turn off the valve varies, depending on the size of the water main, the number of valves involved and the conditions of the scene. It ranges from ten minutes or so to over an hour. Even if there is water flowing out continuously from the burst main, it does not necessarily mean that our staff have not commenced the emergency repair work.

4. 本署的搶修隊是二十四小時待命。但於平間的工作量一般比日間少，所以有時工作時間以外的工時較少。有時遇到多宗即時事件同時發生時，本署搶修隊會先處理最嚴重及迫切的事件，因此有時事件需要等候一段時間才得以處理，希望客戶理解及諒解。

Our emergency standby gangs are on call around the clock. However, as the workload at night-time is generally lighter than that in the daytime, there are fewer staff members on standby duty after office hours. Occasionally, when a number of emergency cases occur at the same time, the emergency standby gang concerned will prioritize the cases according to their seriousness and urgency. Some of the cases may be dealt with at a later time. We hope our customers would understand and appreciate the need for such an arrangement.

5. 假如本署估計未能在六小時內完成搶修及恢復供水，本署會盡量安排臨時供水。臨時供水的方法包括在街道上安裝臨時水箱，利用水車供水或使用流動水箱供水。安排臨時供水是需要有時間安排人手及作業有準備；一般情況下會在三小時內安排妥當。因此本署希望客戶能耐心等候，便之處，敬請諒解。

If we find it impossible to complete the repair work and resume water supply within six hours, we will arrange for temporary water supply as far as possible by installing temporary standpipes or using water wagons or mobile water tanks to supply water. To arrange for temporary water supply, we have to deploy manpower and make all necessary preparations, and the whole process normally takes about three hours. We hope our customers would remain patient under such circumstances and we apologize for any inconvenience caused.

6. 本署在2002年開始已展開大規模的計劃，在未來二十年更換全港百分之六十的喉管，希望有減少爆管對客戶帶來的不便。

In 2002, we embarked on a large-scale programme to replace 60% of the water mains throughout the territory in twenty years so as to minimize the inconvenience caused by main bursts to our customers.