

供水故障投訴 Water Supply Technical Fault Complaints

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如家中供水出現問題，可撥以下電話號碼求助：

If there is a problem with your water supply, you may call the following numbers for assistance:

客戶電話諮詢熱線
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，以查看是否與其他住戶出現同樣問題，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（大廈管理處應知道水錶的位置）。

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 因欠繳水費或未有遵照「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 inside services.



水質欠佳 Poor Water Quality

1 樓宇的天台水箱及地下水缸不潔。

Unclean roof tank and sump tank in the building.

2 樓宇的水管系統內時會出現氣泡，令食水看似奶白色，可嘗試開啟水龍頭沖水片刻。隨着氣泡穿破，食水會回復清澈。

Air bubbles in the plumbing systems make the tap water look milky white. Try leaving the water to run for a moment. As the air bubbles escape, the water becomes clear again.

3 樓宇內部供水設備銹蝕，尤其長時間沒有用水，可嘗試開啟水龍頭沖水片刻。

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，更迅速、更有效率地處理你家的問題。

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.

請謹記，身為註冊用戶，你必須負責保養維修貴戶的內部供水設備。

Please remember, as the registered consumer you are responsible for the maintenance of the inside services serving your premises.

水務署如何處理供水中斷

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，會立即通知分區的搶修隊前往搶修，但請各位客戶留意下列情況：

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:



水務署
Water Supplies Department

香港灣仔告士打道7號 入境事務大樓 Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

客戶電話諮詢熱線 Customer Telephone Enquiry Hotline: 2824 5000

電子郵遞 E-Mail: wsdinfo@wsd.gov.hk 互聯網址 Web Site Address: http://www.wsd.gov.hk

