Water Supply Technical Fault Complaints

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

Customer telephone enquiry hotline 2824 5000
Fax hotline 2519 3864

THINGS THAT YOU CAN DO FIRST BEFORE CALLING US

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.

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.

No supply or Weak Supply

1. 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. 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. Leakage or other defects in inside services.

Poor Water Quality

1. Unclean roof tank and sump tank in the building
2. Air bubbles in the plumbing systems make the tap wafer look milky white. Try leaving the water to run for a moment. As the air bubbles escape, the water becomes clear again.
3. Rust in inside services, especially if water has not been used for a long time. Try leaving the water to run for a moment.
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.

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

**How Does WSD Handle Interruption of Water Supply**

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. 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.

2. 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 10 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.

3. Normally, the emergency standby gang sets off for the scene within 10 minutes of receiving a report of burst main. The time takes for the standby gang to arrive at the scene depends on the traffic condition and the distance.

4. 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. 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. 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.

Water Supplies Department

Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

Customer Telephone Enquiry Hotline: 2824 5000

E-Mail: wsdinfo@wsd.gov.hk

Web Site Address: http://www.wsd.gov.hk