

供水故障投訴

Water Supply Technical Fault Complaints

(To be put at the bottom of the leaflet cover)

WSD Logo and QR Code

****(QR code insert : <https://www.wsd.gov.hk/tc/faqs/index.html#> 常見問題)**



如家中供水出現問題，可撥打以下電話求助：

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

24 小時客戶服務熱線

Customer service hotline-----2824 5000

電郵地址

E-Mail----- wsdinfo@wsd.gov.hk

為迅速解決問題，來電前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的成因。

In case of no supply, please check with the building management office and your neighbours to see if they have the same problem. They may have already found out the cause of the problem.

如懷疑你家中的內部供水系統出現問題，你可採取以下的建議行動：

If you suspect that there are problems in the inside services of your premises, you can adopt the following suggested actions:

問題 Problem	可能成因 Possible Causes	建議行動 Suggested Actions
供水中斷或供水微弱 No supply or Weak Supply	樓宇的總掣或水錶前的水掣未完全開啟。 Main control valve serving your building or stopcock before water meter is not fully opened.	完全開啟樓宇的總掣或水錶前的水掣（大廈管理處應知道水錶的位置）。 Fully open the main control valve or stopcock before water meter (Your building management office should know where the meters are located).
	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".	立即繳交欠款或遵照通知書的規定進行修理或其他工程，並在完成後向水務署作出匯報。 Immediately settle the arrears in payment or comply with the notice to carry out repair or other works, and notify WSD upon the completion.
	內部供水系統漏水或出	可聘請「指定人士」 ¹ 進行

	現其他問題。 Leakage or other defects in inside services.	檢查及維修。 Engage “designated person” ^{#1} to carry out inspection and repair
水質欠佳 Poor Water Quality	樓宇的天台水箱及地下水缸不潔。 Unclean roof tank and sump tank in the building.	通知大廈管理處為天台水箱及地下水缸進行定期清洗 Notify the management office to carry out regular cleansing of roof tank and sump tank.
	樓宇的水管系統內不時會出現氣泡，令食水看似奶白色。 Air bubbles in the plumbing systems make the tap water look milky white.	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。 Try leaving the water to run for a moment. As the air bubbles escape, the water becomes clear again.
	樓宇內部供水系統銹蝕，尤其長時間沒有用水 Rust inside services, especially if water has not been used for a long time.	可嘗試開啟水龍頭沖水片刻。 Try leaving the water to run for a moment.

註 Notes:

¹ 「指定人士」指：

- 持牌水喉匠；
- 註冊水喉技工；
- 註冊水喉技工（臨時）；
- 在持牌水喉匠或註冊水喉技工的指示及督導下進行指明水管工程的人；或
- 水務監督授權的公職人員。

¹ “designated person” means:

- a licensed plumber;
- a registered plumbing worker;
- a registered plumbing worker (provisional);
- a person who carries out specified plumbing works under the instruction and supervision of a licensed plumber or registered plumbing worker; or
- a public officer authorized by the Water Authority.

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、更有效率地處理供水問題。

By checking the above first, you may in many cases solve your problem right away. Nevertheless, it will be helpful to provide us with more specific details of the information you have so that our staff can attend to the problem more quickly and efficiently.

請謹記，身為註冊用戶，你必須負責保養及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

水管爆裂有可能引致供水突然中斷。本署接到水管爆裂投訴後，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：

Main burst may cause sudden interruption of water supply. Upon receipt of a main burst complaint, WSD will immediately inform the Regional emergency gang concerned to go to the scene for emergency repairs. Customers' attention is drawn to the following :

1 有時客戶覺得本署工作人員需時較長才抵達爆喉現場。其實在大多數情況下，本署的工作人員已迅速抵達現場附近，進行關閉水掣。惟水掣的位置不一定接近爆喉位置，所以客戶未必察覺工作人員的行動。

Sometimes the complainant may consider that our staff arrive at the scene after a long while. In fact, our staff have already arrived in the vicinity of the scene promptly to turn off the valve in most cases. However, as the valve is not necessarily close to the burst location, the complainant may not be aware of the action taken by them.

2 關閉水掣所需時間要視乎水管的大小，所須關閉的水掣數量及現場環境而定，由十多分鐘至超過一小時不等。當客戶看到爆喉位置不斷有水湧出，並非一定表示本署未展開搶修工作。

The time needed to turn off the valve depends 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 在一般情況下，本署的搶修隊在接到報告後，會在十分鐘內啟程前往爆喉現

場，抵達時間要視乎交通情況及距離而定。

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

4 本署的搶修隊是二十四小時當值，但晚間當值員工會較少。如遇上多宗突發事件同時發生，搶修隊會衡量各地點事件的嚴重性及迫切性按序處理。因此有些爆喉事件需要等候一段時間才會被處理，希望客戶理解及見諒。

Our emergency gangs are on duty 24-hour. However, there are fewer staff members on duty at nighttime. If several emergency cases occur at the same time, the emergency 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三小時內完成維修及恢復食水供應，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街喉，利用水車或流動水箱供水。利用水車或流動水箱提供臨時供水是需要花時間安排人手及作應有的準備，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待，不便之處，敬請原諒。

If we find it impossible to complete the repair work and resume fresh water supply within three 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 using water wagons or mobile water tanks, 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.