

不會對人體健康或水質安全構成影響。若有類似事故發生，本署會在受影響地區附近的消防栓放水，把濁度較高的食水排出，讓公共喉管食水的清澈度回復正常。如果情況持續，水務署會安排水車到受影響的地區提供食水給居民使用。屋苑管理處亦可檢查他們的水箱及內部供水系統，如發現大廈水箱內的水混濁度偏高，屋苑管理處可盡早排走水箱內的食水，以便讓清澈的食水進入。

? Why water supply from Water Supplies Department (WSD) becomes turbid and yellowish when the supply resumes from a period of suspension?

When water supply from WSD resumes from a period of suspension, the sediments inside water mains may be stirred up resulting in water supply with slightly higher turbidity than normal. The contents of sediments accumulated in water mains are mainly lime, traces of iron or minerals but these sediments will not pose risks to our health or safety of water supply. In case the incident occurs, the WSD will flush our water mains at the fire hydrants in the affected areas so as to drain away the water until its clarity resumes normal. If the situation persists, the WSD will arrange water wagons to provide temporary water supply to the public in the affected areas. Management Offices of premises can also inspect their roof tanks and inside service. If water with high turbidity is observed, the Management Offices can drain the roof tanks to allow the intake of clear water as soon as possible.

? 為甚麼我家的食水出現奶白色，水質有問題嗎？

水管系統內的食水在壓力下會含有較多溶解空氣。當壓力下降時，水中的溶解空氣便會釋放形成大量氣泡，令食水看似奶白色。出現這種情況，可嘗試開啟水龍頭沖水片刻帶走氣泡或讓食水在容器中靜止一段時間，食水便會回復清澈。這現象並不會影響食水水質。



? Why does tap water at my home appear milky? Is there something wrong with the water quality?

Water in the plumbing system under pressure will contain more dissolved air. When the pressure drops, the dissolved air in water will be released into the water body forming numerous air bubbles, which makes the water look like milky in colour. When this condition occurs, try allowing the tap water to run for a moment or let the water stand in a container for a while. The water will become clear again as the air bubble escapes. Such phenomenon will not affect the quality of the drinking water.

? 香港食水可安全飲用？

香港食水絕對安全。

因為無論過去或現在，香港平均每公升食水的三氯甲烷（被視為可能致癌的物質）含量都少於50微克，遠遠低於300微克的世衛標準。



事實上，日常生活中，我們從其他途徑所接觸的致癌物質比飲用食水更高，而據科學研究結果顯示，一個人每日飲兩公升含有300微克/公升三氯甲烷的食水，連續飲70年才有十萬分之一的機會致癌。

? Is Hong Kong's treated water safe for consumption?

Hong Kong's drinking water is safe.

Average chloroform (a substance considered as possibly carcinogenic to human) levels in our water have remained less than 50 µg/litre for a long time, which is far lower than the WHO guideline value of 300 µg/litre.

In our daily life, the chance of contact with carcinogenic substances through other channels is greater than that of drinking water. According to scientific research, the chance of getting cancer is less than 1 in 100 000 if you drink 2 litres of water containing 300 µg/litre chloroform every day for 70 years continuously.

? 為何送到我家的食水有輕微的氯氣味道？

由於香港大部分的居民都住在高樓大廈內，食水由濾水廠輸往天台水箱再送至用戶的過程需要一定時間，故此食水要有足夠的氯氣含量，以確保食水在輸送過程中和貯於水箱後仍然衛生。如果用戶有煮沸食水的習慣，經煮沸後，食水中的氯氣便會完全消散。

? Why does the tap water contain a smell of chlorine?

As the majority of Hong Kong people are living in high-rise buildings, it may take a long time for the final water from treatment works to go through the roof tanks before supplying to the consumers. A small amount of residual chlorine is maintained in the water to keep it free from bacterial infection during its journey in the distribution system. This minimal amount of chlorine will disappear if the water is boiled.



水的真相

FACTS ABOUT WATER



水務署
Water Supplies Department



水的真相

FACTS ABOUT WATER

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為何採用世界衛生組織《飲用水水質準則》作為香港的食水標準？

多年來，政府供應的食水水質一直完全符合世界衛生組織的《飲用水水質準則》(世衛《準則》)。

世衛《準則》是由來自廣泛發達國家和發展中國家的眾多權威機構，以及數百名專家共同參與制訂及更新，代表全球科學和醫學研究的共識意見。世衛《準則》是具權威性、科學化，並以證據為本的準則，現時多個發達國家均參考世衛《準則》來監控食水水質。

政府參考了專家顧問的研究結果，並採納由發展局委任的食水安全國際專家小組建議，在2017年9月宣佈採用世衛《準則》作為香港的食水標準。

香港的食水標準亦會定期進行檢討，以確保標準與國際做法一致，並適用於本地情況。

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Why is the World Health Organization's Guidelines for Drinking-water Quality adopted as the Hong Kong Drinking Water Standards?

Over the years, the government has been supplying drinking water in full compliance with the World Health Organization's Guidelines for Drinking-water Quality (WHO Guidelines).

The WHO Guidelines are prepared and updated through the participation of numerous authoritative institutions and hundreds of experts from a wide range of developed and developing countries, and represent the consensus opinion based on worldwide scientific and medical studies. The WHO Guidelines are authoritative, scientific and evidence-based and many developed countries worldwide make reference to them to monitor and control the quality of treated water.

Having taken into account the expert consultants' findings and consulted the International Expert Panel on Drinking Water Safety appointed by the Development Bureau, the government has announced in September 2017 to adopt the WHO Guidelines as the Hong Kong Drinking Water Standards.



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我家的食水可由水龍頭直接飲用？

經水務署濾水廠處理後的食水與其他先進國家一樣，品質優良，但用戶水龍頭的食水水質會受到樓宇內供水系統的維修保養狀況所影響。若大廈管理公司能實施正確保養程序包括定期安排清洗食水水箱、妥善維修及保養供水系統和密切監測水質，食水便可維持原有水質標準，無須煮沸，直接飲用。



然而，當食水經大廈的喉管送往用戶時，水質未必如濾水廠輸出時的品質一樣，原因是過去本港多採用無內搪層鍍鋅鋼管，這種喉管用上數年便開始生鏽，當食水在生鏽喉管內停留一段時間後即會變黃。

呈黃色的食水只含微量鐵質，不會危害健康。事實上，一般人每日從食物中吸收的鐵質，遠超從這些食水中所吸取的鐵質。在正常情況下，只須開動水龍頭沖洗片刻，水帶微黃的問題通常可解決。至於食水變黃情況嚴重的個案，如需改善，則要更換水管。

此外，長期停在水管的水有機會積聚沉澱物。水喉長時間靜止後（例如數小時或整晚），放水最少兩分鐘才取水飲用或煮食。熱水可令喉管及裝置釋出更多雜質，應避免從熱水水龍頭取水飲用或煮食。

自1995年12月23日起，當局禁止使用無內搪層鍍鋅鋼管。要避免水管生鏽，你可使用有內搪層鍍鋅鋼管、銅管、不銹鋼管和聚乙烯管等。

水箱的保養亦十分重要，水箱污濁也會影響水質，因此你必須注意及敦促大廈管理處要經常清洗水箱，並妥善維修及保養大廈的供水系統。如對供水系統的清潔有懷疑，可考慮將食水煮沸後才飲用。

居住在鄉村飲用天然水源的市民，則必須將食水煮沸後才可飲用。

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Is the tap water at my home potable?

The quality of water treated by Water Supplies Department (WSD) treatment works is as good as that of many highly-developed countries and regions. However, the quality of tap water can be

affected by the condition of maintenance of inside service of the building. You can drink tap water without boiling on condition that the management office of your building carries out proper upkeep procedures including regular cleansing of water storage tanks, proper maintenance of inside service and frequent monitoring of water quality to maintain the original water quality standard.

When water is delivered to consumers' taps via inside plumbing, the quality may not be the same as the quality of water produced by the treatment works. It is because unlined galvanized pipes were widely used in Hong Kong in the past. These pipes began to corrode after being in use for several years. Discoloured water results after water has been stagnant inside the pipe for a certain period of time.

As far as is known, we suffer no harmful effects from drinking water with traces of dissolved iron. In fact, the average person's daily intake of iron from consumption of food far exceeds that from drinking such water. Under normal circumstances, this aesthetic problem can usually be overcome by running the tap for a few seconds. For the more serious cases, replacement of the water pipes may be necessary.

When water has been standing in pipes for a long time, sediment may build up. Run the tap for at least two minutes after long periods of stagnation (for instance, after several hours or overnight) before using it for drinking or cooking. As hot water increases the amount of impurities that may leach from pipes and fittings, avoid using water from hot water taps for drinking or cooking.

Since 23 December 1995, the use of unlined galvanized pipes has been prohibited. To avoid corrosion of pipes, other pipe materials such as lined galvanized steel pipes, copper pipes, stainless steel pipes and polyethylene pipes are recommended.

The maintenance of water storage tanks is also very important. Therefore, you should monitor the management office of your building to make sure that they regularly clean the water storage tanks and maintain the water supply system in good condition. If you have doubts about the cleanliness of the supply system in your building, you should consider boiling water for drinking.

Villagers relying on wells or streams for drinking should always boil the water for drinking.

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為何每當水務署供水暫停一段時間後，一旦恢復供水時水質會混濁變黃？

當水務署供水暫停一段時間再恢復時，水管內一些沉澱物可能會被沖起，令食水的混濁度比平時稍高。而水管內積聚的沉澱物一般主要是熟石灰、微量鐵質或礦物質，並

