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To: The Water Authority
43/F Immigration Tower,7 Gloucester Road
Wan Chai, Hong Kong
Tel.: 2824 5000 Fax : 2802 7333
Email: wsdinfo@wsd.gov.hk

For official use only	Account ID:	Processed by :
	Date received:	

Joint Application for Change of Consumership *(Note 1)*

Part A. Current Account Information (To be completed by the existing consumer) Account No.: _____

Service Address *(Note 2)*: _____ (To be completed as shown in "Bill")

_____ Meter No.: _____

Effective Date of Termination: _____ (DD/MM/YYYY) Meter Reading on the Date of Termination *(Note 3)*:_____

Part B. Application for Termination of Account

(To be completed by the existing consumer)*(Note 4)*

Please fill in item (i) & (ii) according to the information as shown in Hong Kong Identity Card / Travel Document / Business Registration Certificate

(i) **Name of Registered Consumer:**
(in English & in block letters) _____
Surname First

_____

_____

(in Chinese) _____

(ii) *H.K. Identity Card No. / Travel Document No. / Business Registration No.:

_____

Correspondence Address After Termination of Account:
(For sending final bill *(Note 5)* and refund of water deposit balance (if any) by cheque through the post) *(Note 6)*
(in block letters) :

_____

_____

Contact Tel. No.: _____

E-mail Address : _____

AGREEMENT

A. I/We agree to the use of the meter reading and effective date provided in Part A, subject to the Water Authority's validation, to finalise my/our water account.
B. I/We hereby give my/our consent through this form to disclose my/our filled up information to the new consumer to facilitate application for change of consumership.
C. I/We fully understand and agree to the Water Authority using data collected from me/us for the purpose of or directly related to applying for termination of consumership and refund of water deposit. If I/we do not provide sufficient data, the Water Authority may not be able to process my/our application. I/We agree that these data and other related information may be transferred to other Government bureaux and departments. I/We understand that I/we can request the Departmental Secretary of the Water Supplies Department at 48/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong for access to and correction of the personal data. *(Please see the Personal Information Collection Statement on the back page)*
D. I/We, being the registered consumer of the account stated in Part A, now request termination of consumership and the refund of the deposit, if any, after offsetting the final account as indicated in the final bill. *(Note 6)*

Signature of Existing Registered Consumer/Company's Chop
(For a company/firm, please signed by the Authorised Representative and stamped with the company's chop):

_____

Date: _____

Part C. Application for New Account Registration

(To be completed by the new consumer) *(Note 7)*

I/We, the undersigned, being the occupier(s)/person(s) responsible for the management of the premises hereby apply for taking up the consumership of the premises as stated in the "Service Address" of Part A.

Please fill in item (i) & (ii) according to the information as shown in Hong Kong Identity Card / Travel Document / Business Registration Certificate

(i) **Name of Consumer:**
(in English & in block letters) _____
Surname First

(in Chinese)_____

(ii) *H. K. Identity Card No. / Travel Document No. / Business Registration No. *(Note 8)*:

_____

E-mail Address for Receiving e-Bills **(Deposit bill will be sent by post)** *(Notes 9 to 11)*:

_____

Contact Tel. No.:_____ Fax No.:_____

Deposit Bill Mailing Address / Correspondence Address (in block letter) *(Note 12)*:

_____

_____

I/We declare that the type of service is:
(Please select only **ONE** supply type)

☐ Domestic supply ☐ Non-domestic supply (including trade accounts, construction accounts and Government accounts)

Please fill in Business Classification Code and Trade Description as follows *(Notes 13 to 15)*:
(Please refer to the booklet "Classification of Water Consumer Accounts")

							_____

Code Trade Description

I/We wish to receive "Bill" in ☐ English ☐ Chinese *(Note 16)*

UNDERTAKING AND AGREEMENT

A I/We undertake to pay as the consumer at such period(s) as the Water Authority may in any case determine, to the Government of the Hong Kong Special Administrative Region any charges and deposit *(Note 17)* due as provided in accordance with the Waterworks Ordinance and Regulations (Cap.102) in respect of the fire service/inside service (if applicable) in the premises and the Sewage Services Ordinance and Regulations (Cap.463), including sewage charges and trade effluent surcharges (if applicable) *(Note 18)*. I/We further undertake to be responsible for the custody and maintenance of the above-mentioned service and the custody of any meter pertaining to the service in the same premises *(Note 19)*.
B. I/We hereby specifically agree to comply with all the provisions of the Waterworks Ordinance and Regulations (Cap. 102) and the Sewage Services Ordinance and Regulations (Cap.463).
C. I/We agree to the use of the meter reading and the effective date provided in Part A, subject to the Water Authority's validation, as my/our initial reading and take-up date respectively for my/our new account.
D. I/We hereby give my/our consent through this form to disclose my/our filled up information to the existing consumer to facilitate application for change of consumership.
E. I/We fully understand and agree to the Water Authority using data collected from me/us for the purpose of or in connection with a change of consumership and the payment and the collection of water and/or other charges administrated by the Water Authority. If I/we do not provide sufficient data, the Water Authority may not be able to process my/our application. I/We agree that these data and other related information may be transferred to other Government bureaux and departments. I/We understand that I/we can request the Departmental Secretary of the Water Supplies Department at 48/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong for access to and correction of the personal data. *(Please see the Personal Information Collection Statement on the back page)*

Signature of Applicant/Company's Chop
(For a company/firm, please signed by the Authorised Representative and stamped with the company's chop)

_____

Date: _____

* Delete where inappropriate □ Tick the appropriate box Please see notes on the back page

Notes:

For both existing registered consumer and new consumer

1. This form is to facilitate the existing registered consumer to apply for termination of consumership and the new consumer to take up the consumership at the same time. It is to be completed by both the existing and new consumers. With the completion of this form, both the existing and new consumers have agreed on meter reading and a date for transfer of consumership
2. Please provide the service address in details as shown in the "Bill". The application with incomplete or incorrect address will not be processed.
3. You should take meter reading yourself only if it is safe to do so. The Water Authority and the Government of the Hong Kong Special Administrative Region shall not be held responsible for any loss, injury or damage whatsoever caused by the taking of meter reading by yourself or your agent

For existing registered consumer

4. Part B of this form must be signed by the existing registered consumer or his/her lawful attorney; in the case where the registered consumer is deceased, the form must be signed by his/her next-of-kin or the executor / administrator of his/her estate.
5. e-Bill user will receive the final bill via e-mail.
6. The deposit will be utilised to offset the final account as indicated in the final bill. The refund of water deposit will be processed if there is a credit balance after such offsetting. If the deposit is insufficient to cover the total outstanding water and sewage charges and trade effluent surcharges, a final bill for the balance outstanding will be sent to you for settlement. The remainder of the deposit, if any, will be refunded by a crossed cheque payable to the existing registered consumer.

For new consumer

7. This form must be properly completed by the new consumer in respect of a fire service or an inside service and lodged with the Water Authority for registration as the consumer. The Water Authority may approve any person who meets the criteria as stipulated in Section 7 of the Waterworks Ordinance as the registered consumer without seeking consent of the existing registered consumer.
8. For a firm/company, a photocopy of the Business Registration Certificate should be provided together with the application form.
   For an individual applicant, he/she should provide a photocopy of his/her Hong Kong Identity Card or travel document together with the application form. The photocopy of the identity documents will be destroyed immediately after the checking process.
9. Deposit bill will be mailed to the service address or the mailing address provided. Subsequent water bills will be sent in form of e-Bill to the email address provided. For details of the e-Bill Services, please visit our website: http://www.wsd.gov.hk/ebill_service_en.
10. An activation email will be sent to you. Please click the link in the email to activate the e-Bill service. For firm/company consumer, Access Code will be sent by post separately for activation.
11. Any change of email address should be reported to the Water Authority immediately.
12. Any change of correspondence address should be reported to the Water Authority immediately.

Notes related to Types of Service Supply *(Notes 13-15)*

13. Six-digit Classification Code and Trade Description must be filled in.
14. If discrepancies exist between the stated business classification code and trade description, the business classification code shall prevail. The business classification code and description can be obtained from our website at https://www.wsd.gov.hk/filemanager/common/pdf/dsd_tes_3000.pdf or our Customer Enquiry Centres.
15. Should there be any subsequent changes to your business which affect the business classification, please notify the Sewage Services Branch of Drainage Services Department at Drainage Services Tower, 8 Ying Wa Street, Cheung Sha Wan, Kowloon of the new classification code and trade description.
16. If you select to receive your "Bill" in Chinese and wish to have your name and correspondence address printed in Chinese in the "Bill", please provide the said information in Chinese.
17. The deposit paid under this undertaking is **not transferable, non-interest bearing** and may be applied by the Water Authority at any time to the payment of any charges.
18. Sewage charges and trade effluent surcharges (if applicable) are payable by the consumer/agent whose premises are connected to public sewers.
19. The liability of the consumer/agent under this undertaking shall continue until:
    (i) another consumer/agent is approved by the Water Authority in his/her place; or
    (ii) the undertaking is cancelled by the Water Authority.

    Should there be any change in consumership/management of the premises, the consumer/agent should notify the Water Authority to discharge his/her liability.

Personal Information Collection Statement

Purposes of Collection

1. The personal data provided in this application form will be used for the purpose of or in connection with a change of consumership, the payment and collection of water and/or other charges administered by the Water Authority and other related matters.
2. It is obligatory for you to supply the personal data as required by this form. If you fail to supply the required data, your application may be refused.

Classes of Transferees

3. The personal data you provide may be disclosed to other government bureaux and departments for the purposes mentioned in paragraph 1 above.

Access to Personal Data

4. You have a right of access to and correction of your personal data as provided for in sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance. Your right of access includes the right to obtain a copy of your personal data provided in this application form.

Enquiries

5. Enquiries concerning the personal data collected by means of this application form, including the making of access and corrections, should be addressed to the Departmental Secretary of Water Supplies Department at 48/F Immigration Tower, 7 Gloucester Road, Wan Chai, HK.

Closing Accounts and Refund of Water Deposit

Taking Up of Consumership