

Application for Reduction of Water and Sewage Charges Caused by Undetected Leakage of Inside Service for Four-monthly-billed Accounts[#]

To : The Water Authority

43/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

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Part I

Name of Registered Consumer (RC) _____
Account Number : _____
Premises / Service Address : _____

Contact Telephone No. : _____
Contact E-mail Address : _____
Issue Date of the relevant Water Bill : _____
Total Charges of the Water Bill : _____

I hereby apply for a reduction of water and sewage charges due to undetected leakage in inside service for which approval is at the sole discretion of the Water Authority. I confirm that to my best knowledge, the information provided in this application is true and correct and that I have read Notes 1 to 3 listed below which are related to the assessment of this application.

I understand and agree that (i) any false, inaccurate, mistaken information provided by me or any missing information not provided by me herein may result in this application not being considered by the Water Authority; and (ii) if this application is approved, the reduction of water and sewage charges effected is subject to revocation on finding of the false, inaccurate, mistaken information provided or the missing information not provided.

[#] Only applications for four-monthly billed accounts will be considered as the related RC will receive water bill with high consumption warning message after longer interval and cannot be timely aware of water leakage causing high consumption.

Part II

I provide the following information relating to the application:

- (a) Date of being first informed of the high water consumption or water leakage :
- (b) Date of engaging a plumber/contractor to investigate and repair the inside service :
- (c) Date of completion of the investigation and repair works Supporting document (e.g. **Plumber's receipt for the investigation and repair works**) should be attached :

(d) Please tick one of the following types of status applicable to the RC:

- I am a tenant living in the Premises / Service Address stated in Part I above which is a Public Rental Housing flat and is not sold under the Tenants Purchase Scheme (TPS) and Hong Kong Housing Authority (HA)/ Hong Kong Housing Society (HS) has not considered my household as well-off tenant.
- I am a Comprehensive Social Security Assistance (CSSA)/Old Age Living Allowance (OALA) recipient.
- We are a non-profit making organization/charitable institution/trust of a public character which is exempted from tax under section 88 of the Inland Revenue Ordinance (Chapter 112) (IRO).

(e) If none of the types in paragraph (d) above is applicable, please tick one of the following types of status applicable to the RC:

- I, being the RC, am a natural person and I confirm that:
 - (a) _____ person(s) is (are) living in the Premises / Service Address stated in Part I above;
 - (b) the present total monthly income of my household is HK\$ _____ ; and
 - (c) the present total net asset level of my household is HK\$ _____ .
- I/We, being the RC, am/are operating as:
 - a sole proprietor/ a partnership/ a limited company/
 - _____ (please specify if these three types are not applicable to you), which is carrying on
 - a manufacturing business with _____ employees/
 - a non-manufacturing business with _____ employees; and has
 - gained a surplus/profit of HK\$ _____ / incurred a loss of HK\$ _____ for the last financial year ending _____.

Signature:

Name : _____ Date: _____

Notes:

1. In deciding whether to approve the application for reduction of the water and sewage charges, the Water Authority will consider whether all of the following criteria can be satisfied: -
 - (a) the leakage was not due to the negligence on the part of the RC;
 - (b) the leakage could not reasonably be detected by the RC;
 - (c) the leakage has increased consumption during the period since the last reading of the meter serving the Premises / Service Address stated in Part I above preceding the date of this application and would cause financial hardship (Note 2 below) to the RC if the account was to be met in full; and
 - (d) the leakage has been repaired by the RC within a reasonable time. (Note 3)

Approval for applications for reduction of water and sewage charges due to undetected leakage in inside service is at the sole discretion of the Water Authority. Apart from the above criteria, the Water Authority may consider any other criteria as he considers relevant when processing such applications.

2. The following types of RC are considered to be in financial hardship caused by the increase in consumption arising from undetected leakage in inside service –
 - (i) RC living in Public Rental Housing flats (excluding flats sold under the TPS) whose households are not considered by HA or HS as well-off tenants;
 - (ii) RC receiving CSSA/OALA; and
 - (iii) RC being non-profit making organization, charitable institution or trust of a public character which are exempted from tax under section 88 of the IRO.

For RC not belonging to the types listed above, a means test will be carried out to assess his/its financial position to determine if the RC should be considered to be in financial hardship caused by the increase in consumption arising from undetected leakage in inside service. An RC satisfies the means test if

- (i) where the RC is a natural person, the present total monthly income and net asset level of the household of the RC do not exceed the following limits:

Household size	Total monthly income limit* (HK\$)	Net asset value limit** (HK\$)
1	12,000	257,000
2	19,000	348,000
3	24,000	454,000
4	30,000	530,000
5	36,000	589,000
6	39,000	637,000
7	45,000	680,000
8	50,000	713,000
9	55,000	788,000
10 or above	60,000	849,000

*It should be the average of the total income of the household of the RC received from employer(s) in the six months before the month in which this application is made. The total income should include salary, allowances, bonus and other earnings from his employer(s) and exclude statutory contribution to Mandatory Provident Fund or Provident Fund Scheme.

** It should be the total value of the assets owned by the household of RC including properties (other than the flat RC resides in)/motor vehicles/ taxi/ land/ parking spaces/ bank deposits/ funds/ shares/ bonds and other investments (including those in Hong Kong, mainland and overseas), less the total outstanding balance of the loans if any, made for the purchase of the assets.

- (ii) where the RC is carrying on a business, it is a Small and Medium Enterprise (SME) and has incurred a loss in its financial statements for the last financial year. Under the definition of the Government of Hong Kong Special Administrative Region, an SME is (i) a manufacturing business which employs fewer than 100 persons in Hong Kong; or (ii) a non-manufacturing business which employs fewer than 50 persons in Hong Kong.

The RC may be required to provide supporting documents (including bank statements, financial statements and etc.) as appropriate for the Water Authority to carry out the means test.

3. A period of 21 calendar days from and including the date of first communication with the RC (i.e. date of the RC being first informed of the high water consumption or water leakage in his premises) through water bill, letter or information card from Water Authority is considered to be “a reasonable time” for completion of the repair works in normal circumstances. Reduction of water and sewage charges may also be considered if the RC can substantiate that he/it has carried out all the necessary work required of him/it but the leakage cannot be repaired within this period due to reasons beyond his/its control.

Personal Information Collection Statement

Purposes of Collection

- i. The personal data provided will be used for processing your application in this form, including the conduct of a means test, and the payment and collection of water and/or other charges administered by the Water Authority.
- ii. It is obligatory for you to supply the personal data as required by this form. If you fail to supply the required data, the Water Authority cannot process your application further and your application may be refused.

Classes of Transferees

- iii. The personal data you provide may be disclosed to other government bureaux and departments.

Access to Personal Data

- iv. You have a right of access to and correction of your personal data as provided for in sections 18 and 22 of the Personal Data (Privacy) Ordinance (Chapter 486) and Principle 6 of Schedule 1 thereto. Your right of access includes the right to obtain a copy of your personal data provided in this form.
- v. Enquiries concerning the personal data collected in this form, including access and corrections, should be addressed to the Departmental Secretary of Water Supplies Department at 48/F Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong.