

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 : _____

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 : _____

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 2 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.

Signature:

Name : _____ Date: _____

[#] Monthly billed accounts will NOT be considered. Only applications from other 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.

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; and
 - (c) the leakage has been repaired within a reasonable time (Note 2).

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. A period of 14 (applicable to paper bill consumers)/7 (applicable to e-bill consumers) calendar days from and including the date of water bill or letter from Water Authority of which the RC being first informed of the high water consumption in his premises, or a period of 7 calendar days from and including the date of information card from Water Authority of which the RC being first informed of the water leakage in his premises, whichever is the earlier, 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 collected from you will be used for the purpose of processing this application.
- 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.