

# 供水故障投訴 Water Supply Technical Fault Complaints

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如家中供水出現問題，可撥以下電話號碼求助：

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

客戶電話諮詢熱線  
Customer telephone enquiry hotline..... 2824 5000

傳真熱線  
Fax hotline..... 2519 3864

## 為迅速解決問題，來電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所在。

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

如懷疑家中內部供水設備有毛病，應安排持牌水喉匠詳加檢查。

If you suspect that there are defects in the inside services of your premises, you should arrange with a licensed plumber to carry out a more detailed inspection.



### 供水中斷或供水微弱 No supply or Weak Supply

1 樓宇的總掣或水錶前的水掣未完全開啟（大廈管理處應知道水錶的位置）。

Main control valve serving your building or stopcock before water meter is not fully opened. (Your building management office should know where the meters are located)

2 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".

3 內部供水設備漏水或出現其他毛病。

Leakage or other defects in inside services.



### 水質欠佳 Poor Water Quality

1 樓宇的天台水箱及地下水缸不潔。

Unclean roof tank and sump tank in the building.

2 樓宇的水管系統內時會出現氣泡，令食水看似奶白色，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。

Air bubbles in the plumbing systems make the tap water look milky white. Try leaving the water to run for a moment. As the air bubbles escape, the water becomes clear again.

3 樓宇內部供水設備銹蝕，尤其長時間沒有用水，可嘗試開啟水龍頭沖水片刻。

Rust in inside services, especially if water has not been used for a long time. Try leaving the water to run for a moment.

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、更有效率地處理你家的問題。

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

請謹記，身為註冊用戶，你必須負責保養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

供水突然中斷，一般情況都是因為水喉爆裂引致。本署接到投訴後，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：

Sudden interruption of water supply is generally caused by main bursts. Upon receipt of a main burst complaint, WSD will immediately inform the emergency standby gang concerned to go to the scene for emergency repairs. In this connection, we would like to draw our customers' attention to the following:



水務署

Water Supplies Department



- 1 有時客戶會覺得本署工作人員很久都未抵達爆喉現場。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。由於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 wonder why our staff do not show up after a long time. In fact, in most cases, our staff have arrived in the vicinity of the scene promptly to turn off the valve, but since the valve may be some distance away, the complainant may not be aware of the action taken by them.

- 2 關閉水掣所須時間要視乎水喉的大小，所需關閉水掣的數量及現場環境。最快可以在十多分鐘完成。但也有可能需要超過一小時。所以客戶見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 varies, depending 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。

Normally, the emergency standby gang sets off for the scene within 10 minutes of receiving a report of burst main. The time takes for the standby 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候命，但由於晚間的工作量一般比日間少，所以在辦公時間以外候命的員工會較少。有時遇到多宗突發事件同時發生時，本署搶修隊會衡量各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 standby gangs are on call around the clock. However, as the workload at night-time is generally lighter than that in the daytime, there are fewer staff members on standby duty after office hours. Occasionally, when a number of emergency cases occur at the same time, the emergency standby 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六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，利用水車供水或利用流動水箱供水。安排臨時供水是需要花時間安排人手及作應有準備，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 water supply within six 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, 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.

- 6 本署在2002年開始已展開大規模的計劃，在未來二十年更換全港百分之六十的喉管，希望能減少爆喉為客戶帶來的不便。

In 2002, we embarked on a large-scale programme to replace 60% of the water mains throughout the territory in twenty years so as to minimize the inconvenience caused by main bursts to our customers.

