

Water Supply Technical Fault Complaints

In Order To Solve The Problem Promptly, Please Ask Your Building Management Office And Neighbor Before Calling Us.

2824 5000

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.

If you suspect that there are problems in the inside services of your premises, you can adopt the following suggested actions:

1. No supply or Weak Supply

Possible Causes: Main control valve serving your building or stopcock before water meter is not fully opened

Suggested Actions: Fully open the main control valve or stopcock before water meter (Your building management office should know where the meters are located)

Possible Causes: 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"

Suggested Actions: Immediately settle the arrears in payment or comply with the notice to carry out repair or other works, and notify WSD upon the completion

Possible Causes: Leakage or other defects in inside services

Suggested Actions: Engage "Designated Person"¹ to carry out inspection and repair

Notes :

¹ "Designated person" means:

- a licensed plumber;
- a registered plumbing worker;
- a registered plumbing worker (provisional);
- a person who carries out specified plumbing works under the instruction and supervision of a licensed plumber or registered plumbing worker; or
- a public officer authorized by the Water Authority.

2. Poor Water Quality

Possible Causes: Unclean roof tank and sump tank in the building

Suggested Actions: Notify the management office to carry out regular cleansing of roof tank and sump tank

Possible Causes: Air bubbles in the plumbing systems make the tap water look milky white

Suggested Actions: Try leaving the water to run for a moment. As the air bubbles escape, the water becomes clear again

Possible Causes: Rusting of services, especially if water has not been used for a long time

Suggested Actions: Try leaving the water to run for a moment

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 of the information you have so that our staff can attend to the problem more quickly and efficiently.

Please remember, as the registered consumer you are responsible for the maintenance of the inside services serving your premises.

How Does WSD Handle Interruption of Water Supply

Sudden interruption of water supply may be caused by main burst. Upon receipt of a report of main burst, WSD will immediately inform the Regional emergency gang to go to the scene for emergency repairs. Customers' attention is drawn to the following :

1. Sometimes the customers may consider that our staff arrive the scene after a long while. In fact, in most cases, our staff have arrived in the vicinity of the scene to close the valve. However, the valve is sometimes distant from the burst location, our customers may not be aware of the action taken by them.
2. 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. Normally, the emergency gang sets off for the scene within 10 minutes of receiving a report of burst main. The time taken for the gang to arrive at the scene depends on the traffic condition and the distance.
4. Our emergency gangs are on duty 24-hour. However, there are fewer staff members on duty at nighttime. If several emergency cases occur at the same time, the emergency 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. If we find it impossible to complete the repair work and resume fresh water supply within three hours, we will arrange for temporary water supply as far as possible by installing temporary standpipes or arranging 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.

If there is a problem with your water supply, you may seek assistance through the following means:

2824 5000

wsdinfo@wsd.gov.hk

<https://www.wsd.gov.hk/en/faqs/index.html>

Water Supplies Department

Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

E-Mail : wsdinfo@wsd.gov.hk

Web Site Address : <http://www.wsd.gov.hk>

Customer Telephone Enquiry Hotline: 2824 5000