

# How to Apply for Water Supply

## 1. General

In order to have water supplied from government mains to your premises, you should apply to the Water Supplies Department to become the registered consumer of the plumbing solely serving your premises. And if there is no existing agent for the communal plumbing (i.e. private internal water supply system common to several or more consumers), you will also need to apply to become the registered agent. When a new connection from government mains is required, you will need to request the WSD to carry out the necessary connection work and meter installation at your cost. You will be advised of the estimated cost of the work concerned and requested to make payment before the work commences.

## 2. Types of Water Supply Applications

Water supply applications can be classified broadly into:

- i. new potable/flushing/fire service water supply;
- ii. separate metering;
- iii. reconnection of meter;
- iv. temporary water supply for a construction site;
- v. conversion to use of salt water for flushing; and
- vi. others, e.g. portable meter, replumbing, relocate/enlarge meter, etc.



## 3. Application Procedures

### (1) New potable/flushing/fire service water supply or Temporary water supply for a construction site:

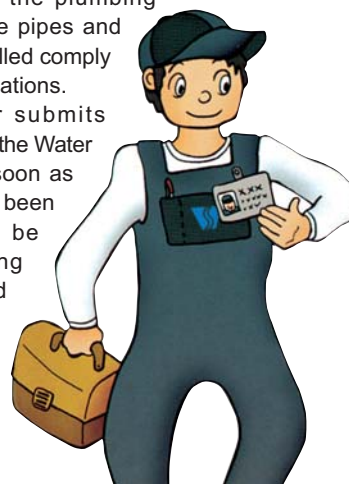
- (a) For a new development, check the lease conditions of the development to confirm whether water supplies from government mains can be made available. You may also write to us and indicate briefly your requirements with the exact location of the development marked on a block plan. If water supplies can be given, we will send you the details of the relevant government mains for preparation of plumbing proposals.
- (b) Complete and submit application form WWO 542 with the plumbing proposals.
- (c) You must NOT commence plumbing works until plumbing proposals have been approved by the Water Supplies Department. You should employ a licensed plumber to install all pipeworks and fittings.
- (d) Settle the demand notes within 14 days of their issue dates for payment of meter installation/connection fee and water deposits.

- (e) Your licensed plumber submits form WWO 46 to notify the Water Supplies Department of the details and commencement date of the plumbing works, and certify that the pipes and fittings intended to be installed comply with the Waterworks Regulations.
- (f) Your licensed plumber submits Part IV of form WWO 46 to the Water Supplies Department as soon as the plumbing works have been completed. Supply will be given when the plumbing works have been inspected and found satisfactory.

### (2) Separate metering or Conversion to use of salt water for flushing or Meter relocation or Others:



- (a) Before you submit the application, please ensure that:
  - the plumbing proposal is technically feasible;
  - prior agreement is obtained from the management office/registered agent of your building for any necessary alterations to the building.
- (b) Submit application form WWO 542 with the plumbing proposals.
- (c) You must NOT commence plumbing works until plumbing proposals have been approved by the Water Supplies Department. You should employ a licensed plumber to install all pipeworks and fittings.
- (d) Settle the demand notes within 14 days of their issue dates for payment of meter installation/connection fee and water deposits.
- (e) Your licensed plumber submits form WWO 46 to notify the Water Supplies Department of the details and commencement date of the plumbing works, and certify that the pipes and fittings intended to be installed comply with the Waterworks Regulations.
- (f) Your licensed plumber submits Part IV of form WWO 46 to the Water Supplies Department as soon as the plumbing works have been completed. Supply will be given when the plumbing works have been inspected and found satisfactory.



### (3) Reconnection of meter:

- (a) Submit application form WWO 542.
- (b) On receipt of your application, the Water Supplies Department will issue a demand note to you for payment of the refixing/connection fee and water deposit, and the meter will be refixed once payment has been made. If the case involves improper meter position which makes it impossible to install the meter, the Water Supplies Department will request the applicant to carry out necessary rectification. The Water Supplies Department will install the meter upon receipt of the applicant's notification of completion of the rectification works.

## 4. Fees and Charges (as at 1 January 2011)

Fees and charges payable under the Waterworks Regulations are:

(a) Under Waterworks Regulation 6(5) – Making a connection to the main and installing (including reinstatement of the ground surface) the part of a fire service or inside service on land held by the Government –			
		For any length of 100 metres and below	For each metre or part of a metre in excess of 100 metres
(i)	Pipes of any size up to and including 20mm in diameter	\$1,310	\$55
		For any length of 30 metres and below	For each metre or part of a metre in excess of 30 metres
(ii)	Pipes above 20mm in diameter up to and including 25mm in diameter	\$2,115	\$85
(iii)	Pipes above 25mm in diameter up to and including 40mm in diameter	\$2,670	\$110
(b) Under Waterworks Regulations 18(2) and 28(2) – Reconnecting a fire service or inside service			
			\$275
(c) Under Waterworks Regulation 26(2A) –			
(i)	Providing and installing a meter		\$315
(ii)	Providing a meter		\$83

## General Information

### Change of Consumership

For cases where the premises are presently supplied with water but a change of consumership is required because of a change of ownership, tenancy or occupancy, please use form WWO 1. For ordinary domestic premises, change of consumership can also be made by calling WSD hotline 2824 5000. No form is required.

For cases where there is no water supply to the premises or the water supply has been disconnected, i.e. the meters have been removed, please either come to our Customer Enquiry Centres or submit the completed form WWO 542 to apply for water supply by post or fax (you may only fax applications for domestic or flushing supplies in personal capacity only), or in person.

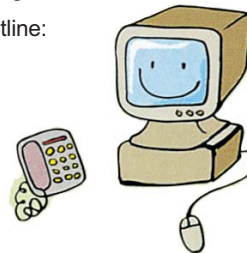
To avoid the need for reconnection, new occupiers are strongly advised to try to contact the outgoing registered consumers - direct or through property agents - to agree on a date of change of consumership and jointly complete form WWO 1145 for change of consumership. Account information such as service address and meter number can be verified by the outgoing consumers and the new consumers together, which will lower the chance of incorrect information being provided by new occupants that may lead to cases of wrong change of consumership. If outgoing registered consumers have separately submitted their applications for closure of account to the Water Supplies Department but the meters have not yet been removed, new occupiers should use form WWO 1 for taking up accounts.

### Employment of Licensed Plumbers

You should employ a licensed plumber to construct, install, maintain, alter, repair or remove your plumbing, except for the alteration or repairs which are, in the opinion of the Water Supplies Department, of a minor nature or the rewashing of a tap. Generally, works of a minor nature are works which can be completed without the involvement of specialised trade skill and those which do not change the general arrangement of the plumbing installation already approved by the Water Supplies Department or affect the flow conditions of the plumbing system and thus cause possible supply problems.

### Enquiry

For more details, you may visit our website at <http://www.wsd.gov.hk>. If you have any enquiry, please contact us through our Customer Telephone Enquiry Hotline: 2824 5000 or by e-mail to: [wsdinfo@wsd.gov.hk](mailto:wsdinfo@wsd.gov.hk)



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