

Water Supply

(formerly under the then Works Bureau)

Detailed Progress

I Identify water supply needs and secure water resources

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative *	Target #	Present Position †
<p>To maintain close liaison with the Guangdong Authorities on the implementation of the current Agreement</p> <p><i>(the then Works Bureau (WB)/Water Supplies Department (WSD))</i></p>	<ul style="list-style-type: none"> ● To hold at least one high-level business meeting and two technical meetings with the Guangdong Authorities in 2002 to discuss and resolve problems <p><i>(2001)</i></p> <ul style="list-style-type: none"> ● To hold at least one high-level business meeting and two technical sub-group meetings with the Guangdong Authorities in 2001 to discuss and resolve problems <p><i>(2000)</i></p>	<ul style="list-style-type: none"> ● <i>(Action in Progress : On Schedule)</i> ● <i>(Action Completed)</i>

* the bracketed information denotes the agency with lead responsibility for the initiative

the bracketed information denotes the year in which the target was set

† the bracketed information denotes the status of the target

Initiative	Target	Present Position
<p>To monitor the quality of Dongjiang water (WB/WSD)</p>	<ul style="list-style-type: none"> ● To closely monitor the progress of measures taken by the Guangdong Authorities on the protection of the Dongjiang water quality and publish an annual update of the Dongjiang water quality information in 2002 <i>(2001)</i> ● To closely monitor the quality of Dongjiang water and exchange data with the Guangdong Authorities on a weekly basis <i>(2000)</i> 	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To ensure the supply and storage of water is sufficient to meet demand (WSD)</p>	<p>To review the storage position and demand forecast on a monthly basis and to seek agreement to adjust the Dongjiang water supply when necessary <i>(2000)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To formulate a long-term strategy for developing new fresh water resources for the Hong Kong Special Administrative Region (WSD)</p>	<p>To formulate a long-term strategy, taking into account the findings of a consultancy study, by 2001 <i>(2000)</i></p>	<p><i>(Action Completed)</i></p>

2 Improve the water supply administrative and regulatory framework

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To improve quality assurance of mechanical and electrical maintenance work <i>(Water Supplies Department (WSD))</i>	To obtain International Organisation for Standardisation (ISO) 9000 certification for managing mechanical and electrical maintenance work by 2003 <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To improve quality assurance in the attendance to main bursts and leaks <i>(WSD)</i>	To obtain ISO 9000 certification for attendance to main bursts and leaks by end-2001 <i>(2000)</i>	<i>(Action Completed)</i>
To improve quality assurance in handling consumers' complaints related to water supply <i>(WSD)</i>	To obtain ISO 9000 certification for handling consumers' complaints by end-2001 <i>(2000)</i>	<i>(Action Completed)</i>
To improve quality assurance in leakage detection work <i>(WSD)</i>	To obtain ISO 9000 certification for managing leakage detection work by end-2001 <i>(2000)</i>	<i>(Action Completed)</i>

Initiative	Target	Present Position
To move towards the introduction of a comprehensive information technology system to improve working efficiency (WSD)	To complete a feasibility study for Stage II implementation of the Information Systems Strategy by 2001 (1999)	<i>(Action Completed)</i>

3 Expand the water supply infrastructure to meet increasing demand

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To expand the water supply infrastructure to meet new development requirements <i>(Water Supplies Department (WSD))</i>	<ul style="list-style-type: none"> To provide water supply to the Ngong Ping area by 2006 to meet the demand from tourism-related developments (2001) 	<i>(Action in Progress : On Schedule)</i>
	<ul style="list-style-type: none"> To provide water supply for new developments in Pokfulam area by 2005 (2000) 	
	<ul style="list-style-type: none"> To provide fresh water supply to Penny's Bay, Lantau by 2004 and salt water supply by 2006 (2000) 	
	<ul style="list-style-type: none"> To provide water supply for new developments in the Kowloon East area by 2004 (1999) 	
	<ul style="list-style-type: none"> To provide water supply for the Tung Chung and Tai Ho Phase 3 development by 2007 (1999) 	

Initiative	Target	Present Position
To improve the reliability of existing water supply systems by providing new linkages (WSD)	To complete the improvements for Tuen Mun/Yuen Long and Sham Tseng/Yau Kom Tau by 2003 (1998)	<i>(Action in Progress : On Schedule)</i>

4 Maintain and improve the condition of the water supply infrastructure

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To implement a replacement/rehabilitation programme for the aged waterworks installations <i>(Water Supplies Department (WSD))</i>	<ul style="list-style-type: none"> To complete the replacement/rehabilitation for the Tsuen Wan Fresh Water Pumping Station by 2004 <i>(2001)</i> 	<ul style="list-style-type: none"> <i>(Action in Progress : On Schedule)</i>
	<ul style="list-style-type: none"> To complete the replacement/rehabilitation for the Tai Po Tau Raw Water Pumping Station by 2006 <i>(2001)</i> 	<ul style="list-style-type: none"> <i>(Action in Progress : On Schedule)</i>
	<ul style="list-style-type: none"> To complete the replacement/rehabilitation for Tuen Mun Fresh Water Pumping Station by 2005 <i>(2000)</i> 	<ul style="list-style-type: none"> <i>(Action in Progress : On Schedule)</i>
	<ul style="list-style-type: none"> To complete the replacement/rehabilitation for Tsuen Wan Raw Water Pumping Station by 2007 <i>(2000)</i> 	<ul style="list-style-type: none"> <i>(Action in Progress : On Schedule)</i>

Initiative	Target	Present Position
	<ul style="list-style-type: none"> ● To complete the replacement/rehabilitation for Ha Lo Wai Salt Water Pumping Station by 2001 <i>(1999)</i> 	<ul style="list-style-type: none"> ● <i>(Action Completed)</i>
<p>To reduce the leakage in distribution network <i>(WSD)</i></p>	<ul style="list-style-type: none"> ● To adopt a continuous leakage monitoring strategy in 35 existing district metering areas by mid-2002 ● To complete a pilot project on adopting pressure management techniques in a major supply zone by 2003 <i>(2000)</i> 	<ul style="list-style-type: none"> ● <i>(Action Completed)</i> ● <i>(Action in Progress : On Schedule)</i>
<p>To launch a comprehensive and systematic programme to replace and rehabilitate aged watermains, with priority given to the watermains in urban areas and those most susceptible to leakages and bursts <i>(WSD)</i></p>	<p>To start in 2000 the first stage of the programme by replacing or rehabilitating 350 km of aged watermains, for completion by 2006 <i>(1998)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>

5 Ensure the quality of water supplied to customers

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
<p>To advise customers on the upkeep of their inside services (storage tanks and pipes) so that water can be drinkable out of their taps</p> <p><i>(Water Supplies Department (WSD))</i></p>	<ul style="list-style-type: none"> ● To conduct a public opinion survey on the direct consumption of fresh water out of the tap by 2002 <i>(2001)</i> ● To develop a broader action plan by 2001 <i>(2000)</i> 	<ul style="list-style-type: none"> ● <i>(Action in Progress : On Schedule)</i> ● <i>(Action Completed)</i>
<p>To improve the water quality testing laboratory facilities at Sham Tseng and Yau Kom Tau treatment works</p> <p><i>(WSD)</i></p>	<p>To complete the improvement by 2001 <i>(1999)</i></p>	<p><i>(Action Completed)</i></p>

6 Improve customer services in the provision of water supply

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To educate the public about the water quality in Hong Kong <i>(Water Supplies Department (WSD))</i>	To carry out one publicity campaign on water quality in 2002-2003 <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To promote the importance of good customer service amongst staff <i>(WSD)</i>	To conduct five training workshops for frontline staff in 2002-2003 <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To introduce telephone applications for taking up consumership of domestic water accounts registered in a personal capacity <i>(WSD)</i>	To introduce the service by 2002 <i>(2001)</i>	<i>(Action Completed)</i>
To improve IT systems and implement business process re-engineering for Customer Service Programme <i>(WSD)</i>	Implementation to start by 2000 and complete by 2003 <i>(1999)</i>	Tender for the Customer Care & Billing System was invited in May 2002. Phase I to be completed by the end of 2003 and the whole system in early 2004. <i>(Action in Progress : Behind Schedule)</i>

7 Improve overall efficiency and reduce cost

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To improve the efficiency of transport services (<i>Water Supplies Department (WSD)</i>)	To introduce contracting out of transport services by 2003 (2001)	(<i>Action in Progress : On Schedule</i>)
To improve the efficiency of operating salt water pumping stations (<i>WSD</i>)	To reduce the manning level by enhancing automation by 2003 (2001)	(<i>Action in Progress : On Schedule</i>)
To implement a pilot scheme for automatic reading of water meters (<i>WSD</i>)	To complete the technical feasibility and financial viability study of automatic meter reading by 2002 (2000)	(<i>Action in Progress : On Schedule</i>)
To improve efficiency and productivity (<i>WSD</i>)	To achieve significant overall savings in operation and maintenance expenditure without lowering service level over the next three years (2000)	(<i>Action in Progress : On Schedule</i>)
To improve the management of energy costs (<i>WSD</i>)	To conduct an energy audit for major waterworks installations by 2002 (1999)	(<i>Action in Progress : On Schedule</i>)