

Regulatory Framework for Opening, Operating and Closing a Business

Disclaimer: Any information rendered in this document is for general references only and should not be considered as legal advice. Users are strongly advised to seek independent legal advice if they are in doubt of their legal position.

Utility Services – Water

No.	Regulatory Framework	Link
<i>Monitoring of Service Quality</i>		
1.	Per the regulatory framework, the water regulator is required to set performance standards to ensure service quality and the reliability of water services	➤ Performance Targets and Achievements
2.	Per the regulatory framework, the water regulator is required to monitor adherence to performance standards to ensure service quality and the reliability of water services	➤ Hong Kong Drinking Water Standards (HKDWS)
<i>Joint Planning and Construction</i>		
3.	Legally defined time limits for all concerned agencies to provide approval on construction of infrastructure	➤ Cap. 131 Town Planning Ordinance ➤ Cap. 28 Land (Miscellaneous Provisions) Ordinance
4.	Legally defined time limits for all concerned agencies to provide approval on construction of infrastructure	➤ Cap. 131 Town Planning Ordinance

No.	Regulatory Framework	Link
Professional Certifications		
5.	<p>Per the regulatory framework, professionals carrying out water installation works required to meet at least two of the conditions listed below</p> <ul style="list-style-type: none"> • Minimum number of years of experience • Education qualification (i.e. university degree in the relevant field) • Registered member of the national association of engineers • Pass a qualification exam 	➤ Lists of Public Works Contractors
Inspection Regimes		
6.	Per the regulatory framework, internal water installations are required to be carried out by a licensed professional/company	➤ Cap. 102 Waterworks Ordinance
7.	Per the regulatory framework, the company that carries out internal water installations are required to inspect/certify the quality of the installation	➤ Cap. 102A Waterworks Regulations
8.	Per the regulatory framework, a final inspection is required to be carried out by a third party to ensure the quality of internal water installations	➤ Cap. 102A Waterworks Regulations
9.	Per the regulatory framework, external water installations is required to be carried out by a licensed professional/company	➤ Cap. 102A Waterworks Regulations
10.	Per the regulatory framework, the company that carries out external water installations is required to inspect/ certify the quality of the installation	➤ Project Administration Handbook for Civil Engineering Works, 2024 Edition: Chapter 7 - Contract Management

No.	Regulatory Framework	Link
11.	Per the regulatory framework, a final inspection is required to be carried out by a third party to ensure the quality of external water installations	➤ Cap. 102A Waterworks Regulations
<i>Liability Regimes</i>		
12.	Party (aside from the project investor or owner) can involve in providing the water connection be held liable by law in case faults are discovered when the water connection is in use	➤ Cap. 102 Waterworks Ordinance
<i>Environmental Sustainability and Quality of Water Provision</i>		
13.	<p>The regulatory framework sets requirements to carry out the following tests, at the consumer tap, to ascertain water quality standards are met for end user consumption:</p> <ul style="list-style-type: none"> • Aesthetic tests (e.g. taste, odor, appearance) • Microbiological parameters' tests • Physical-chemical tests • Radiological tests 	➤ Enhanced Water Quality Monitoring Programme
14.	The regulatory framework sets targets or requirements for water utilities to increase efficiency in water provision by reducing water losses	➤ Water Loss Management
<i>Environmental Sustainability of Water Use</i>		
15.	The regulatory framework requires businesses to adopt practices that ensure efficient water use	➤ Water Efficiency Labelling Scheme (WELS)

No.	Regulatory Framework	Link
<i>Incentives to Adopt Water- Saving Practices</i>		
16.	The regulatory framework includes any non-financial mechanisms to incentivize businesses to adopt water-saving practices or water-efficient technology	➤ Water Conservation at Work

Public Services that Facilitate Trade

[Including services provided by government bureaux and departments, and other public organisations]

Disclaimer: There are other digital public services that aim to facilitate business and compliance in Hong Kong. Please refer to the webpages of individual bureaux / departments / public organisations for details.

Utility Services - Water

No.	Public Services	Link
<i>Electronic Application</i>		
1.	It is possible to apply for a new commercial water connection through a fully online process	➤ Water Supply for New Buildings
2.	It is possible to track online the status of the connection process for a new water connection	➤ Contact List for New Application Case Status Enquiry
<i>Electronic Payment</i>		
3.	It is possible to pay the fee for a new water connection through electronic payment methods	➤ Payment Methods
4.	It is possible to pay for the monthly water bill through electronic payment methods	➤ Payment Methods
<i>Information on Existing Infrastructure and Planned Works</i>		
5.	There is a local infrastructure database (for example, a GIS database) that shows the existing water distribution network	➤ Electronic Mark Plant Circulation System (EMPC) (for internal use) ➤ https://www.info.gov.hk/gia/general/200408/09/0809114.htm

No.	Public Services	Link
6.	There is a shared database for the network lines of multiple utilities, such as electricity, water, and internet	<ul style="list-style-type: none"> ➤ Digital Mapping System (DMS) (for internal use) ➤ https://www.hkmapmeta.gov.hk/mcs/home/catalogue/dms_catalogue.pdf ➤ Electronic Mark Plant Circulation System (EMPC) (for internal use) ➤ https://www.info.gov.hk/gia/general/200408/09/0809114.htm
7.	There is a publicly available online platform with information about the planned works on utility networks that are carried out in Hong Kong	<ul style="list-style-type: none"> ➤ Planned Temporary Water Suspension Notices and Enquiries
<i>Coordination Mechanisms for Excavation Permits</i>		
8.	The following coordinating mechanisms are in place to facilitate collaboration between agencies on excavation permit applications <ul style="list-style-type: none"> • An online platform to coordinate excavation permits 	<ul style="list-style-type: none"> ➤ Excavation Permit Management System (XPMS)
9.	The following coordinating mechanisms are in place to facilitate collaboration between agencies on excavation permit applications <ul style="list-style-type: none"> • An agency or office in charge of coordination 	<ul style="list-style-type: none"> ➤ Highways Department (HyD) ➤ Lands Department (LandsD)
<i>Reliability and Quality of Water Supply</i>		
10.	The reliability of water supply (for example, continuity and pressure) is monitored by the largest water utility in Hong Kong	<ul style="list-style-type: none"> ➤ Performance Targets and Achievements
11.	Parameters of water quality (for example, pH, biochemical oxygen demand, chemical oxygen demand, and lead) are monitored	<ul style="list-style-type: none"> ➤ Drinking Water Quality
<i>Environmental Sustainability of Water Supply</i>		
12.	Key Performance Indicators (KPIs) to monitor the environmental sustainability of water supply	<ul style="list-style-type: none"> ➤ Sustainable Operations

No.	Public Services	Link
Connection Requirements		
13.	<p>For new commercial water connections, the following information can be found online:</p> <ul style="list-style-type: none"> • List of documents required for obtaining a new commercial water connection • Required steps to get a new commercial water connection (for example, application submission, payment of fees, site inspection, etc.) • Estimated total cost charged by utility for a new water connection 	➤ Requirements on Plumbing Works and Submissions
Tariffs and Tariff Setting		
14.	The current water tariffs are available online	➤ Water & Sewage Tariff
15.	Changes in water tariffs are communicated to the customer at least one billing cycle in advance (for example, published in the press or on a website, through letters, bills, emails, and/or SMS)	➤ Water & Sewage Tariff
16.	The components are included in the total amount of the utility bill explained to the customer (for example, published online or in a customer bill)	➤ Water Bills
Planned Outages		
17.	Planned water outages are communicated to customers in advance either through public announcements or direct communication	➤ Water Suspension Notices

No.	Public Services	Link
18.	<p>The following information is available online to guide customers to file a complaint about their water service:</p> <ul style="list-style-type: none"> • Where to file a complaint • The list of documents necessary to file a complaint • The type of issues that can be reported in a complaint • Information on the steps that are part of the complaint process 	<ul style="list-style-type: none"> ➤ The Office of the Ombudsman website ➤ 1823 website (or app) ➤ WSD Internet
19.	<p>There is a complaint mechanism independent from the water utility to escalate the complaints</p>	<ul style="list-style-type: none"> ➤ Filing Complaints to the Office of the Ombudsman ➤ Filing Complaints to 1823 website (or app)
Service Quality Indicators		
20.	<p>The indicators on reliability of water supply are published online at least once a year</p>	<ul style="list-style-type: none"> ➤ Controlling Officers' Reports - Head 194
21.	<p>The indicators on quality of supplied water are published online at least once a year</p>	<ul style="list-style-type: none"> ➤ Controlling Officers' Reports - Head 194 ➤ WSD Annual Report 2022/23
Implementation of Inspections for Water Connections		
22.	<p>Internal water installation works are always carried out by a licensed professional or company in practice</p>	<ul style="list-style-type: none"> ➤ Cap. 102 Waterworks Ordinance
23.	<p>The company or licensed professional that performed internal water installation works always verifies the quality of the installation</p>	<ul style="list-style-type: none"> ➤ Cap. 102A Waterworks Regulations
24.	<p>There is a quality check or final inspection by a [third-party] to ensure the quality and safety of internal water installation works</p>	<ul style="list-style-type: none"> ➤ Cap. 102A Waterworks Regulations
25.	<p>External water installation works are always carried out by a licensed professional or company in practice</p>	<ul style="list-style-type: none"> ➤ Cap. 102A Waterworks Regulations
26.	<p>The licensed professional or company that performed external water installation works is also always check and verify the quality of the works</p>	<ul style="list-style-type: none"> ➤ Project Administration Handbook for Civil Engineering Works, 2024 Edition: Chapter 7 - Contract Management

No.	Public Services	Link
27.	There is a quality check or final inspection by a [third party] to ensure the quality and safety of external water installation works	➤ Cap. 102A Waterworks Regulations