

## Head 194 — WATER SUPPLIES DEPARTMENT

**Controlling officer:** the Director of Water Supplies will account for expenditure under this Head.

**Estimate 2014–15** ..... **\$7,095.9m**

**Establishment ceiling 2014–15** (notional annual mid-point salary value) representing an estimated 4 463 non-directorate posts as at 31 March 2014 rising by ten posts to 4 473 posts as at 31 March 2015 ..... **\$1,300.9m**

In addition, there will be an estimated 23 directorate posts as at 31 March 2014 and as at 31 March 2015.

**Commitment balance**..... **\$4.4m**

### Controlling Officer's Report

#### Programmes

**Programme (1) Water Supply: Planning and Distribution**

**Programme (2) Water Quality Control**  
**Programme (3) Customer Services**

These programmes contribute to Policy Area 24: Water Supply, Drainage and Slope Safety (Secretary for Development).

#### Detail

##### Programme (1): Water Supply: Planning and Distribution

	2012–13 (Actual)	2013–14 (Original)	2013–14 (Revised)	<b>2014–15 (Estimate)</b>
Financial provision (\$m)	5,984.0	6,221.4	6,262.0 (+0.7%)	<b>6,483.8</b> (+3.5%)
				(or +4.2% on 2013–14 Original)

#### *Aim*

**2** The aim is to plan and develop water resources and to design, construct, maintain and operate water supply systems in order to provide round-the-clock supplies throughout the year to meet the demands of the territory.

#### *Brief Description*

**3** The Department is responsible for providing adequate and satisfactory supplies of water to the territory. This work involves:

##### *Fresh water*

- assessing fresh water supply requirements on the basis of providing round-the-clock supply of water throughout the year to meet the demand of the territory;
- developing fresh water resources to cope with such requirements;
- planning, designing and constructing reliable and efficient fresh water supply and distribution systems to meet such requirements in good time; and
- operating and maintaining fresh water supply and distribution systems.

##### *Salt water for flushing*

- assessing salt water supply requirements;
- planning, designing and constructing reliable and efficient salt water supply and distribution systems to meet such requirements in good time; and
- operating and maintaining salt water supply and distribution systems.

**4** In 2013, the Department was able to plan, design and construct new projects in time for extension of fresh and salt water supplies to new developments and to operate and maintain water supply systems to provide adequate and uninterrupted supplies of water throughout the year.

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5 The key performance measures in respect of water supply are:

### *Targets*

	Target	2012 (Actual)	2013 (Actual)	2014 (Plan)
supply pressure				
fresh water supply—maintaining normally a minimum residual head of between 15 and 30 metres in the distribution systems except at their extremities (%) .....	100	100	100	100
salt water supply—maintaining normally a minimum residual head of 15 metres in the distribution systems except at their extremities (%) .....	100	100	100	100

### *Indicators*

	2012 (Actual)	2013 (Actual)	2014 (Estimate)
projects under planning .....	19	19	26
value of projects under planning (\$m) .....	5,624.0	5,366.0	7,500.0
projects under design .....	24	26	26
value of projects under design (\$m) .....	5,348.2	5,253.5	5,105.7
projects under construction .....	39	39	39
expenditure of works under construction (\$m) .....	3,519.0	3,951.1	4,499.5
fresh water supplied (m <sup>3</sup> ) .....	935 427 000	932 781 000	930 000 000
salt water supplied (m <sup>3</sup> ) .....	272 753 000	278 336 000	279 000 000
days on full supply .....	366	365	365
total treatment works capacity (m <sup>3</sup> /day) .....	5 015 600	5 015 600	5 015 600
total pumping plant capacity (megawatts) .....	341	341	341
leakage rate of water mains (%) .....	18.0	17.0	16.0

### *Matters Requiring Special Attention in 2014–15*

6 During 2014–15, the Department will:

- continue to plan and develop water resources and supply systems to provide water supplies round-the-clock throughout the year to the territory;
- continue with the construction of stages 3 and 4 of the replacement and rehabilitation programme of water mains;
- ensure that adequate and uninterrupted supplies of fresh and salt water are maintained throughout the territory in accordance with planning standards and in compliance with environmental standards;
- continue to implement the asset management plan for improving the efficiency and conditions of the water supply facilities;
- continue with the inspection and maintenance of slopes and water pipes which may affect slopes, and the improvement to sub-standard slopes;
- continue to take forward the implementation of the total water management strategy for sustainable use of water resources with a focus on water conservation;
- continue with the planning and investigation study for a desalination plant at Tseung Kwan O; and
- carry out investigation and studies on the use of reclaimed water for toilet flushing and other non-potable purposes in the north-eastern part of the New Territories including Sheung Shui and Fanling.

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### Programme (2): Water Quality Control

	2012–13 (Actual)	2013–14 (Original)	2013–14 (Revised)	<b>2014–15 (Estimate)</b>
Financial provision (\$m)	159.9	162.7	163.2 (+0.3%)	<b>165.9</b> (+1.7%)
				(or +2.0% on 2013–14 Original)

#### *Aim*

7 The aim is to control the quality of water supplied to consumers in accordance with international and the Department's standards.

#### *Brief Description*

8 The Department is responsible for ensuring that the purity, wholesomeness and safety of treated fresh water conform to international standards, i.e. the World Health Organization's Guidelines for Drinking-water Quality (WHO Guidelines), in all respects and at all times. The Department is also responsible for ensuring that the quality of salt water for flushing conforms to the Department's standards. This work involves:

##### *Fresh water*

- water treatment—ensuring that treated water conforms chemically and bacteriologically to the standards stipulated in the WHO Guidelines; and
- water quality control—ensuring that test samples taken from treatment works, service reservoirs, connection points, consumers' taps, etc., conform to the standards stipulated in the WHO Guidelines.

##### *Salt water for flushing*

- water treatment—ensuring that the water supplied conforms chemically and bacteriologically to the Department's standards; and
- water quality control—ensuring that test samples taken from pumping stations, service reservoirs, connection points, etc., conform to the Department's standards.

9 In 2013, the Department achieved the set quality standards in the treatment of water and maintained effective measures in monitoring and controlling the quality of the water supplied to consumers.

10 The key performance measures in respect of water quality control are:

#### *Targets*

	Target	2012 (Actual)	2013 (Actual)	<b>2014 (Plan)</b>
fresh water quality—water supplied to customers at the connection points complies with the standards stipulated in the WHO Guidelines (%).....	100	100	100	<b>100</b>
salt water quality—water supplied to customers at the connection points complies with Water Quality Objectives set by Water Supplies Department (%).....	96	96	96	<b>96</b>

#### *Indicators*

	2012 (Actual)	2013 (Actual)	<b>2014 (Estimate)</b>
<i>Treated fresh water</i>			
samples taken from treatment works, service reservoirs and consumers' taps .....	26 520	26 097	<b>26 000</b>
chemical quality satisfying standards (%).....	100	100	<b>100</b>
bacteriological quality satisfying standards (%).....	100	100	<b>100</b>

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### *Matters Requiring Special Attention in 2014–15*

11 During 2014–15, the Department will:

- continue to ensure that the quality of treated fresh water supplied to consumers conforms to current international standards;
- continue with the regular water quality surveys and monitoring at all source points, in various treatment stages and throughout the entire supply and distribution systems;
- continue to monitor radiation levels in raw and treated fresh water at radiation screening centres;
- continue to publish water quality data through the Department’s website; and
- continue to execute a water safety plan for the Department according to the WHO Guidelines.

### **Programme (3): Customer Services**

	2012–13 (Actual)	2013–14 (Original)	2013–14 (Revised)	<b>2014–15 (Estimate)</b>
Financial provision (\$m)	426.7	426.1	437.4 (+2.7%)	<b>446.2</b> (+2.0%)
				(or +4.7% on 2013–14 Original)

### *Aim*

12 The aims are to provide customer services and to enforce the Waterworks Ordinance (Cap. 102) and Waterworks Regulations (Cap. 102A).

### *Brief Description*

13 The Department is responsible for the provision of efficient and effective services to consumers and for taking enforcement action on offences under the Waterworks Ordinance and Waterworks Regulations. This work involves:

- improving efficiency and effectiveness in dealing with customer enquiries and complaints,
- enforcing the Waterworks Ordinance and Waterworks Regulations,
- ensuring timeliness of billing and promptness in updating consumer accounts,
- monitoring closely the level of arrears of water charges, and
- coping with the growth in the number of consumer accounts.

14 The key performance measures in respect of customer services are:

### *Targets*

	Target	2012 (Actual)	2013 (Actual)	<b>2014 (Plan)</b>
processing application for taking up of consumership				
by post within seven days (%).....	100	99.9	100	<b>100</b>
in person at Customer Enquiry Centres (all-purpose counter) within 15 minutes (%).....	100	100	99	<b>100</b>
issue of final bill upon closure of account within three days (%).....	100	99.7	99.7	<b>99.7</b>
refund of water deposit within nine days (%) .....	100	99.8	99.8	<b>99.8</b>
processing application for meter test within eight days (%).....	100	100	100	<b>100</b>
processing application for autopay service (upon receipt of notification from banks) within three days (%) .....	100	100	100	<b>100</b>
accuracy of water meters (inaccuracy not exceeding +/- 3%) (%).....	100	95.7	96.3	<b>96.6</b>
response time for attendance to fault complaints				
within half a day for fresh water supply fault (%).....	100	100	100	<b>100</b>
within 24 hours for others (%).....	100	100	100	<b>100</b>

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	Target	2012 (Actual)	2013 (Actual)	2014 (Plan)
notice for planned suspension of water supply issued not less than four days in advance (%).....	100	99.9	100	<b>100</b>
conducting publicity campaigns and seminars for promotion of combating unauthorised water consumption.....	60	—	62	<b>60</b>
initiating an investigation after receiving a complaint on suspected unauthorised water consumption within one day (%)§ .....	85	—	—	<b>85</b>

§ New target as from 2014.

### *Indicators*

	2012 (Actual)	2013 (Actual)	2014 (Estimate)
no. of consumer accounts.....	2 822 000	2 852 000	<b>2 869 000</b>
fees, water charges and deposits demanded (\$m).....	2,713.0	2,765.0	<b>2,820.0</b>
arrears of water charges at year end in terms of no. of days of water charges demanded .....	1.3	1.2	<b>1.3</b>
prosecutions.....	125	178	<b>215</b>
finest imposed (\$).....	407,900	613,100	<b>680,000</b>
house service inspections due to irregular consumption.....	7 762	7 650	<b>7 900</b>
public enquiries and requests for services.....	1 559 869	1 437 908	<b>1 500 000</b>
disputes and complaints handled.....	15 051	15 259	<b>15 200</b>

### *Matters Requiring Special Attention in 2014–15*

**15** During 2014–15, the Department will:

- continue to conduct the annual review of water tariffs and other waterworks fees and charges, process new applications for metered supplies, improve services to consumers to meet their increased expectation and review and adjust regularly the water deposits;
- publicise regularly through the mass media the various customer services provided by the Department and the responsibilities of consumers under the Waterworks Ordinance and Waterworks Regulations, and distribute information leaflets to consumers;
- continue to review the systems and procedures as well as the information technology in use to ensure cost-effectiveness in delivering customer services;
- continue to implement the water meter replacement programme to replace aged water meters in order to improve the overall meter accuracy; and
- continue to enhance the billing system.

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### ANALYSIS OF FINANCIAL PROVISION

Programme	2012-13 (Actual) (\$m)	2013-14 (Original) (\$m)	2013-14 (Revised) (\$m)	2014-15 (Estimate) (\$m)
(1) Water Supply: Planning and Distribution .....	5,984.0	6,221.4	6,262.0	6,483.8
(2) Water Quality Control.....	159.9	162.7	163.2	165.9
(3) Customer Services.....	426.7	426.1	437.4	446.2
	6,570.6	6,810.2	6,862.6 (+0.8%)	7,095.9 (+3.4%)
				(or +4.2% on 2013-14 Original)

#### Analysis of Financial and Staffing Provision

##### Programme (1)

Provision for 2014-15 is \$221.8 million (3.5%) higher than the revised estimate for 2013-14. This is mainly due to the increased provision for purchase of water under the water supply agreement and filling of vacancies. There will be creation of six posts in 2014-15 for initiatives of increasing housing land supply and conversion of temporary mains water for flushing to salt water supply.

##### Programme (2)

Provision for 2014-15 is \$2.7 million (1.7%) higher than the revised estimate for 2013-14. This is mainly due to the increased provision for general departmental expenses, partly offset by reduced requirement for replacing ageing plant and equipment.

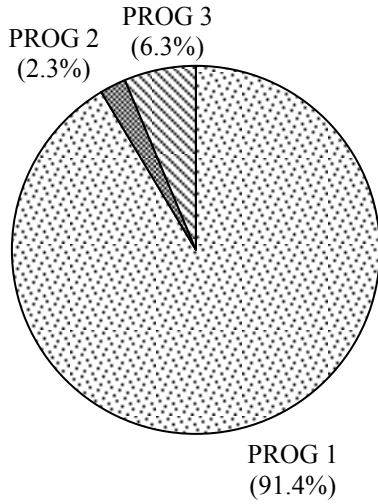
##### Programme (3)

Provision for 2014-15 is \$8.8 million (2.0%) higher than the revised estimate for 2013-14. This is mainly due to the increased provision for staff costs and general departmental expenses. There will be creation of four posts in 2014-15 for replacement of water meters.

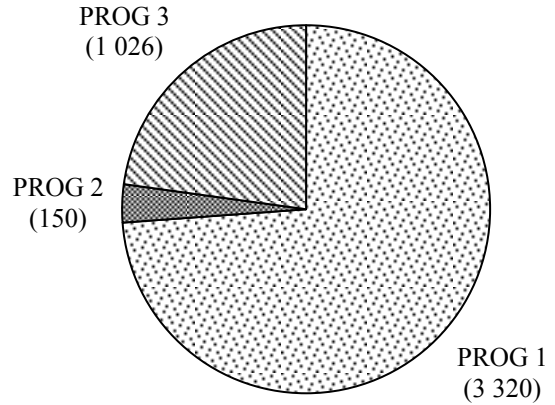
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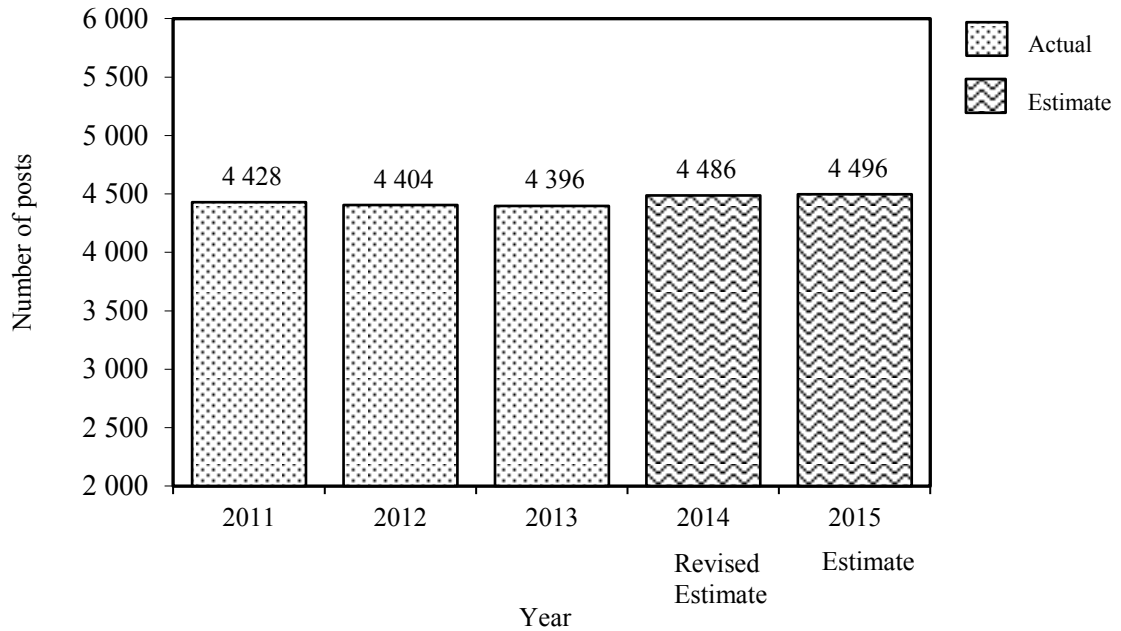
*Allocation of provision  
to programmes  
(2014-15)*



*Staff by programme  
(as at 31 March 2015)*



*Changes in the size of the establishment  
(as at 31 March)*



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Sub-head (Code)	Actual expenditure 2012-13	Approved estimate 2013-14	Revised estimate 2013-14	<b>Estimate 2014-15</b>	
	\$'000	\$'000	\$'000	<b>\$'000</b>	
<b>Operating Account</b>					
Recurrent					
000	Operational expenses .....	2,983,507	3,019,516	3,071,704	<b>3,127,712</b>
223	Purchase of water .....	3,575,900	3,782,580	3,782,580	<b>3,959,340</b>
	Total, Recurrent.....	6,559,407	6,802,096	6,854,284	<b>7,087,052</b>
	Total, Operating Account .....	6,559,407	6,802,096	6,854,284	<b>7,087,052</b>
<b>Capital Account</b>					
Plant, Equipment and Works					
603	Plant, vehicles and equipment.....	2,424	5,100	5,100	<b>3,263</b>
661	Minor plant, vehicles and equipment (block vote).....	8,749	3,018	3,240	<b>5,605</b>
	Total, Plant, Equipment and Works.....	11,173	8,118	8,340	<b>8,868</b>
	Total, Capital Account.....	11,173	8,118	8,340	<b>8,868</b>
	Total Expenditure .....	6,570,580	6,810,214	6,862,624	<b>7,095,920</b>



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### Details of Expenditure by Subhead

The estimate of the amount required in 2014–15 for the salaries and expenses of the Water Supplies Department is \$7,095,920,000. This represents an increase of \$233,296,000 over the revised estimate for 2013–14 and of \$525,340,000 over actual expenditure in 2012–13.

#### *Operating Account*

##### Recurrent

**2** Provision of \$3,127,712,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Water Supplies Department.

**3** The establishment as at 31 March 2014 will be 4 486 posts. It is expected that there will be an increase of ten posts in 2014–15. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2014–15, but the notional annual mid-point salary value of all such posts must not exceed \$1,300,947,000.

**4** An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

	2012–13 (Actual) (\$'000)	2013–14 (Original) (\$'000)	2013–14 (Revised) (\$'000)	2014–15 (Estimate) (\$'000)
Personal Emoluments				
- Salaries.....	1,365,102	1,383,298	1,411,346	1,429,690
- Allowances.....	104,485	98,263	108,524	108,524
- Job-related allowances.....	8,650	8,612	8,827	9,327
Personnel Related Expenses				
- Mandatory Provident Fund contribution.....	3,394	4,267	4,297	5,399
- Civil Service Provident Fund contribution.....	11,505	16,290	16,860	21,121
Departmental Expenses				
- Light and power.....	594,985	596,476	628,394	633,660
- Hire of services and professional fees .....	88,839	93,367	93,367	96,832
- Fuel and lubricating oil .....	190	170	170	170
- Specialist supplies and equipment .....	81,448	85,562	86,195	89,212
- Maintenance materials .....	54,067	55,400	55,400	57,339
- Contract maintenance .....	550,544	539,223	516,456	533,389
- General departmental expenses .....	120,298	138,588	141,868	143,049
	2,983,507	3,019,516	3,071,704	3,127,712

**5** Provision of \$3,959,340,000 under *Subhead 223 Purchase of water* is for the purchase of water from Guangdong.

#### *Capital Account*

##### Plant, Equipment and Works

**6** Provision of \$5,605,000 under *Subhead 661 Minor plant, vehicles and equipment (block vote)* represents an increase of \$2,365,000 (73.0%) over the revised estimate for 2013–14. This is mainly due to increased requirement in 2014–15 for replacing ageing crane lorries.

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### Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2013	Revised estimated expenditure for 2013–14	Balance
			\$'000	\$'000	\$'000	\$'000
<b><i>Capital Account</i></b>						
603		<i>Plant, vehicles and equipment</i>				
	834	Replacement of water contamination monitoring system for four radiation screening centres.....	2,200	—	—	2,200
	838	Procurement of one gas chromatographic system and essential accessories at Kowloon Laboratory.....	2,150	—	—	2,150
		Total .....	<u>4,350</u>	<u>—</u>	<u>—</u>	<u>4,350</u>