

**Business Facilitation Advisory Committee  
Food Business and Related Services Task Force**

***Measures to Facilitate Timely Processing of  
Applications for Water Supply***

**Purpose**

This paper briefs members on the recent measures introduced to facilitate timely processing of applications for water supply, in particular those from food business.

**Background**

2. Since the incidents of excess lead found in drinking water in July 2015, the Water Supplies Department (WSD) has implemented various control measures to enhance water safety. These include strengthening the approval and control of plumbing materials, introducing new inspection items on completed works and enhancing water sampling test requirements.

**Measures for Timely Processing of Applications for Water Supply**

3. To minimize the impact of the strengthened control of water supply, WSD has recently implemented the following measures to facilitate timely processing of applications :

- (i) Provided a submission checklist for use by applicants to avoid delay in application processing due to incomplete information and/or missing supporting documents;
- (ii) Enhanced WSD's website to provide a function for applicants to search and select the pipes and fittings acceptable by the Water Authority and then generate the required form to reduce errors and anomalies in submission;
- (iii) Waived the requirement to submit pipe alignment plans for approval of plumbing proposals; and

- (iv) Introduced ‘Voluntary Submission of Inspection Checklists’ scheme under which the licensed plumbers could carry out interim inspection of underground pipes and final inspection of completed plumbing works to speed up the inspection process.

4. WSD will continue to review and streamline the approval process to further shorten the time for approving the applications. In this connection, a submission guidebook to standardize requirements of plumbing submissions is being developed and targeted to be published in Q2 2018.

### **Pilot Scheme in Enhancing the Approval Process for Applications for Water Supply from Food Business**

5. In response to the concern from the food business on the time required for getting water supply, the WSD has implemented a pilot scheme in November 2017 to streamline the processing of applications for water supply involving less complicated plumbing systems such as those in food business premises. For example, applicants can now submit the plumbing proposals together with the application for plumbing installation for parallel processing.

6. Over 120 applications have been received under the scheme. As at end January 2018, 20 applications have the plumbing works completed and approved. The processing time of these 20 cases is 30 calendar days in average. The WSD will continue to monitor the performance of the pilot scheme. If the effectiveness of the scheme can be sustained, the WSD may adopt the scheme as a standing arrangement.

### **Way Forward**

7. The WSD will continue to review and enhance the measures stated above with a view to identifying opportunities to further shorten the time needed to process applications for water supply.

8. Members are invited to note the content of this paper and offer comments, if any.

**Water Supplies Department**  
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