

LEGCO QUESTION NO.12**Annex I**

District	Water mains burst incidents					
	2010		2011		2012	
	Fresh Water	Salt Water	Fresh Water	Salt Water	Fresh Water	Salt Water
Central & Western	11	11	19	6	4	1
Eastern	12	4	5	2	2	6
Islands	2	0	0	0	1	0
Kowloon City	23	41	17	11	15	12
Kwun Tong	37	77	11	25	4	10
Kwai Tsing	22	19	21	15	33	14
Northern	14	0	13	0	0	1
Southern	34	16	6	7	0	3
Sai Kung	11	6	7	4	6	4
Sham Shui Po	27	43	19	28	12	19
Sha Tin	36	25	11	20	11	17
Tuen Mun	15	14	11	2	5	5
Tai Po	20	5	2	4	2	12
Tsuen Wan	3	5	0	3	2	2
Wan Chai	13	5	6	3	4	0
Wong Tai Sin	5	14	3	12	2	6
Yuen Long	26	0	18	0	22	0
Yau Tsim Mong	40	34	24	35	6	16
Total	351	319	193	177	131	128

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Annex II

Performance Pledge		
Service	Target	Average results achieved from 2010 to 2012
Time after receipt of report of burst mains for valve closure to enable repair works to start:		
(a) for pipe diameter up to 300mm	(i) 94% within 1.5 hours (ii) 75% within 1 hour and 15 minutes	97.8% 92.3%
(b) for pipe diameter above 300mm to 600mm	(i) 94% within 2.5 hours (ii) 75% within 2 hours	95.3% 89.6%

The few cases in which longer than the target time was taken to isolate the burst mains from 2010 to 2012 were mainly due to the following reasons:

- (i) they involved complex distribution network or defective valves, which required closing off more valves;
- (ii) the emergency team concerned was already engaged in dealing with other mains burst incidents; and
- (iii) the remote location of burst mains required longer travelling time for the emergency team to reach the site.