

Technical Seminar on Digitalisation of Water Supply Services

Dr Lisa SHAM

Ir Daniel CHOW, Senior Engineer of the Water Supplies Department (WSD) was cordially invited by Ir Prof Louis LOCK, CAD Immediate Past Chairman & CAI Discipline Advisory Panel Chairman to deliver a presentation on the captioned at the HKIE on 20th August 2025 at 6:30p.m. There were more than 500 participants. Ir Prof Eddie LOCK, CAD Chairman kicked off the sharing through a vote of thanks on behalf of the Division.

Ir CHOW elaborated that digital transformation was likely to be a very cost-effective solution to cope with the water supply challenges such as, aging infrastructure, high water pressure/water quality challenges, significant increase of water demand in future, etc. To equip the system with comprehensive online monitoring, enhance water supply management and ensure the safe and uninterrupted operation of waterworks facilities, a strategic digital transformation framework was thus established by WSD.

Ir CHOW shared that, in addition to the framework, the Cloud Data Centre was built by WSD to develop/exploit data resources by integrating the latest technologies for the betterment of water supply. Through an intelligent control system with AI-powered data-driven decision making and customer services, WSD has been endeavoured to assure safety, quality services including reliabilities of supply water to the users.

Ir CHOW briefed that the digital transformation of water supply services was expected to be fully implemented within 10 years. It was likely to be divided into 3 phases: Phase 1: Real-time monitoring had been aimed to be conducted and fast response to incidents would be promoted in the first and second year. Phase 2: Smart water supply pressure would be reduced, and a comprehensive smart metering system would be targeted in the third to sixth year. Phase 3: Predictive asset maintenance and data-drive management would be exercised in the seventh to tenth year. He emphasized that the digital transformation plan of WSD was in alignment with the strategic vision of the local government to embrace change for the improvement of residents' well-being. The Q and A was professionally achieved through the dialogue among Ir CHOW, Ir Louis YIU, the Seminar Chairman and Ir Prof L LOCK.



Ir Prof E LOCK (R3) presented a CAD tie to Ir Daniel CHOW, the speaker (L3) and a group photo was taken with the relevant CAD committee members.