

Intermittent Supply by District (Drought Monitoring Red Signal) Frequently Asked Questions and Answers (Q&A)

I. Water rationing times, measures, and scope

Q1	What are the objects and implemented measures of intermittent supply by district in Miaoli, Taichung, and Northern Changhua? (That is, the regions and water cut-off times of intermittent supply by district)
A1	<p>I. The Miaoli region is divided into Areas A and B:</p> <p>(I) The scope of Area A:</p> <ol style="list-style-type: none"> 1. 29 Villages in Toufen City: Xiaxing, Shangxing, Luzhu, Tianliu, Minsheng, Minquan, Minzu, Heping, Xinyi, Ren'ai, Shangpu, Tuniu, Shanxia, Wenhua, Douhuan, Hexing, Chenggong, Ziqiang, Zhongxiao, Dongzhuang, Jianguo, Houzhuang, Liudong, Shanhu, Xinhua, Xinglong, Toufen, Pantau, Zhongxing. 2. 4 Villages in Zhunan Township: Xinnan, Dingpu, Dapu (Wufu Street, Wufu New Residential Quarter), Gongyi (Luchukeng, Kouqiangwei, Kougongguan, Dadizhiai, the odd number side from Lane 1497 to No. 2429 of Gongyi Road). 3. Zhunan Science Park, Kuan-Yuan Science and Technology Park. 4. Zhong'ai Village in Xiangshan District of Hsinchu City (South of Zhong'ai Bridge), Nangang Village (Nangang Street). 5. Baudou Village in Baoshan Township of Hsinchu County (Xinshan Road, Xinshan 1st Road). <p>(II.) The scope of Area B:</p> <ol style="list-style-type: none"> 1. 23 Villages in Zhunan Township: Gongguan, Dacuo, Gangqian, Haikou, Zhongmei, Zhongying, Zhonggang, Zhonghua, Kaiyuan, Zhengnan, Zhunan, Zhaonan, Zhuxing, Yingpan, Shanjia, Longshan, Tianwen, Longfeng, Jiaxing, Shengfu, Qiding, Dapu (except for Wufu Street, Wufu New Residential Quarter), Gongyi (except for Luchukeng, Kouqiangwei, Kougongguan, Dadizhiai, the odd number side from Lane 1497 to No. 2429 of Gongyi Road). 2. 4 Villages in Toufen City: Jianshan, Jianxia, Guangxing, Lankeng.

3. Zhunan Industrial Park, Toufen Industrial Park.
4. Haibau Village in Houlong Township.

(III.) Pressure-reduced water supply regions

1. Sanyi Township, Tongluo Township, Tongxiao Township, Yuanli Township, Xihu Township.
2. Houlong Township (except for Haibau Village), Gongguan Township, Miaoli City, Touwu Township, Zaoqiao Township.

II. The Taichung region is divided into Areas A and B:

(I.) The scope of Area A: East of Sun Yat-sen Freeway (National Freeway No. 1) (Green areas)

1. 8 Districts including Beitun, Taiping, North, Central, West, East, South, and Dali.
2. Partial regions:
 - (1) Tanzi District: Dafeng, Ganzhe, Dongbau, Jiafu, Jiaxing, Lilin, Xintian, Jiaren, Furen, Juxing, Tanbei, Tanxiu, Tanyang, Toujia, Toujiadong, Dafu (East of National Freeway).
 - (2) Xitun District: Shangshi, Shang'an, Shangde, Dashi, Dahe, Dafu, Dapeng, Zhishan, Xiping, Xi'an, Heren, He'an, Hecheng, Hemin, Henan, Hecuo, Heyuan, Hefu, Hede, Fengjia, Fenfu, Huilai, Chauyang, Longtan, Pengcheng, Xidun (East of National Freeway), Gangwei (East of National Freeway), Guangfu (East of National Freeway).
 - (3) Nantun District: Sanhe, Sancuo, Sanyi, Datong, Daye, Dacheng, Daxing, Zhonghe, Wenxin, Yongding, Tianxin, Tongxin, Xiangxin, Nantun, Huizhong, Xinsheng, Fengshu, Gouqian, Liming, Fengle, Zhenping.
 - (4) Wuri District: Jiude, Wuguang, Rende, Guangming, Qianzhu, Wuri, Huri, Sanhe (East of National Freeway), Rongquan (East of National Freeway), Xuetian (East of National Freeway), Dongyuan

(North of Dali River).

(5) Daya District: Xibau (East of National Freeway).

(II.) The scope of Area B: West of Sun Yat-sen Freeway (National Freeway No. 1)

1. 5 Districts including Waipu, Houli, Longjing, Shalu, and Wuqi.

2. Partial Regions:

(1) Daya District: Area except for East of National Freeway of Xibau Village.

(2) Xitun District: Yong'an, Xiehe, Lincuo, Fuzhong, Fu'an, Fuhe, Fulin, Fu'en, Fuya, Furui, Fulian, Xidun (West of National Freeway), Gangwei (West of National Freeway), Guangfu (West of National Freeway).

(3) Nantun District: Wenshan, Chun'an, Chunshe, Baushan.

(4) Wuri District: Sanhe (West of National Freeway), Rongquan (West of National Freeway), Xuetian (West of National Freeway).

(5) Qingshui District: Zhongshe, Xishe, Xiushui, Wulu, Nanshe, Haibin, Qingshui, Kanglang.

(6) Dajia District: Zhongshan, Taibai, Rinan (East of the railway), Minshan (East of the railway), Xingfu (East of the railway), Dingdian (East of the railway), Yihe (East of the railway).

(7) Shengang District: Shanpi, Beizhuang, Shengang, Xizhou, Zhuangqian, Zhuanghou, Sanjiau (West of National Freeway), Zunqian, Zundu, Xinzhuang, Anli (West of National Freeway), Shekou (West of National Freeway), Shenan (West of National Freeway), Shenzhou (West of National Freeway).

(8) Tanzi District: Dafu Village (West of National Freeway).

(III.) Pressure-reduced water supply regions

1. East of Sun Yat-sen Freeway: 6 Districts including Fengyuan, Shigang, Dongshi, Xinshe, Heping, and Wufeng.

2. West of Sun Yat-sen Freeway: 2 Districts including Dadu and Da'an.

3. Partial Regions:

(1) Shengang District: Dashe, Fengzhou, Sanjiao (East of National Freeway), Anli (East of National Freeway), Shekou (East of National Freeway), Shenan (East of National Freeway), Shenzhou (East of National Freeway).

(2) Wuri District: Beili, Dongyuan (South of Dali River), Nanli, Xiju, Luotan.

(3) Dajia District: Dajia, Kongmen, Wenqu, Wenwu, Ping'an, Jiangnan, Xiqi, Fenghua, Mengchun, Wuqu, Wuling, Nanyang, Jianxing, Chauyang, Shuntian, Xinmei, Fude, Tong'an, Dehua, Longquan, Xunfeng, Zhuangmei, Rinan (West of the railway), Minshan (West of the railway), Xingfu (West of the railway), Dingdian (West of the railway), Yihe (West of the railway).

(4) Qingshui District: Xianan, Zhongxing, Wenchang, Beining, Tianliu, Xining, Wucuo, Dongshan, Nanning, Haifeng, Gaubei, Gauxi, Gaudong, Gaunan, Gaumei, Guoxing, Dingnan, Jingpu, Yangcuo, Yujia, Qiaotou, Linjiang, Lingquan, Aofeng.

III. The Northern Changhua region is divided into Areas A and B:

(I.) The scope of Area A:

1. Changhua City: All villages except for Eastern suburbs of Changhua City

2. 6 villages in Hemei Township (Lisheng, Tangyou, Zhongwei, Xinzhuang, Zhongliu, Zhuwei)

3. 2 villages in Huatan Township (Yanzhu, Baisha)

(II.) The scope of Area B:

1. Eastern suburbs of Changhua City (13 villages including Futian, Shipai, Zhuxiang, Kuaiguan, Tianzhong, Niupu, Taifeng, Sancun, Zhuzhong, Dazhu, Xiangshan, Anxi, Fushan)

	<p>2. Guosheng Village (East of section 3, Zhongshan Road)</p> <p>3. Zhongzhuang Village (section 1, Zhangnan Road)</p> <p>(III.) Pressure-reduced water supply regions</p> <p>1. The remaining 26 villages in Hemei Township (except for Lisheng, Tangyou, Zhongwei, Xinzhuang, Zhongliu, Zhuwei).</p> <p>2. Shengang Township, Xianxi Township.</p> <p>The principles of water cut-off times</p> <p>1. Area A, from 00:00, Tuesday to 24:00, Wednesday (48 consecutive hours)</p> <p>2. Area B, from 00:00, Thursday to 24:00, Friday (48 consecutive hours)</p>
Q2	Which reservoirs supply water during intermittent supply by district in Miaoli, Taichung and Northern Changhua?
A2	<p>The Miaoli region is supplied by Yungsheshan Reservoir and Liyutan Reservoir.</p> <p>The Taichung region is supplied by Techu Reservoir and Liyutan Reservoir.</p> <p>The Northern Changhua region is at the end of Taichung's water supply area, and the water comes from Liyutan Reservoir.</p>
Q3	How and why are Miaoli, Taichung and Northern Changhua divided into Areas A and B? What is the reason for adopting this 5-day supply and 2-day cut-off water restriction measure?
A3	<p>1. According to past experience in implementing intermittent supply by district, since most factories, buildings and homes have water storage facilities, adopting a "5-day supply and 2-day cut-off" measure can achieve both water-saving and reducing the impact on people's daily lives. However, other measures, e.g., a 1-day cut-off measure, has limited water-saving effect and can't extend the water supply of reservoirs. Moreover, if the water supply service is on and off too frequently, technical problems, such as clogs, would likely occur in pipe systems due to frequent operations, resulting in difficulty of implementation.</p> <p>2. Therefore, after comprehensive consideration and discussion by all departments, it was decided to adopt a "5-day supply and 2-day cut-off" measure.</p>
Q4	Why are major water users still required to make meter-readings per week

	as intermittent supply by district has been implemented?
A4	To prevent household water from being affected by large amounts of water inflow by major water users during the normal service days of intermittent supply by district, water usage of major water users is still monitored.
Q5	After intermittent supply by district, is there any possibility to further implement other water restriction measures?
A5	At present, we will keep monitoring the water conditions and reviewing the countermeasures on a rolling basis. The latest news, if any, will be released from the Central Emergency Operation Center for Drought as soon as possible, and TWC will also update the information on website.
Q6	Other users who are not in the regions of intermittent supply by district also call in to ask when the intermittent supply by district measure will be implemented in their regions.
A6	At present, we will keep monitoring the water conditions and reviewing the countermeasures on a rolling basis, and after the latest news is released from the Central Emergency Operation Center for Drought, TWC will immediately update the information on website.
Q7	For the same county or city in the drought monitoring red signal, why are there regions with no water cut-off while some are in water cut-off?
A7	<p>1. It mainly depends on the reservoirs which the water supplies to the regions in water cut-off come from. To reduce the water consumption of each reservoir and extend the water supply periods of the reservoirs, we will keep monitoring the water conditions and set up countermeasures according to the decision of the Central Government and Ministry of Economic Affairs (MOEA). If there is any news, it will be announced on the official website as early as possible.</p> <p>2. For regions with independent systems or underground water wells, or those of users in highlands and end-of-pipe regions who will be less affected by the operation of reducing water supply quantity, in order to mitigate the impact on household water, the pressure-reduced water supply plan will be implemented to reach the goal of 15% water saving.</p>
II. Intermittent supply by district - Questions regarding water supply cut-off, restoration, and water quality	
Q8	As we have a need for XXX (in business or in particular), is it possible to change the time of cutting off water supply for 2 days to Xday and Xday?
A8	According to supporting measures of the present intermittent supply by

	district, considering the overall water supply operation, we kindly request all users to cooperate with the measures in this difficult time, as well as record your needs and forward to Central Emergency Operation Center for reference.
Q9	Why is the 5-day supply and 2-day cut-off water supply measure implemented? The water tank at my house cannot last that long, can it change to a 3-day supply and 1-day cut-off measure?
A9	The present intermittent supply by district measure has been considered according to overall operation in various aspects, we kindly request users to cooperate with the measures in this difficult time, as well as record your needs and forward to Central Emergency Operation Center for reference.
Q10	It is supposed to supply water today, but why is the water supply still in low pressure or cut-off at noon?
A10	A tap water pipeline will not be providing water until air is exhausted and then it reaches a full pipe flow condition. The time required varies with water supply conditions and house locations, and your patience is highly appreciated.
Q11	What can I do if my pumping motor is burned out due to late restoration of water supply?
A11	Please understand that users are requested to use indirect water supply, and do not connect a pumping motor directly to the inlet pipe and avoid pumping water directly therefrom. The pumping motor should be equipped with a water-sensing power-shutting protection device to prevent pump motor failure.
Q12	(1)After the water supply is restored, the tap water smells strong! (2) After the tap water flows from the water tap, it first looks milk-like white turbid, but turns to be clear after being placed still for a while, why?
A12	(1) To prevent disease vectors from growing during the water cut-off period, TWC slightly increases the disinfectant dose in the initial water restoring period for safety. Your understanding is appreciated. (2)When the water supply is restored, it is necessary to pressurize water to deliver tap water to the user pipeline. However, air will be mixed in during pressurization, and as a result, the water from the water tap entrains a lot of bubbles and looks white turbid, but after the water is placed still for a while, the water turns clear as the bubbles disappear. This is not related to water quality, and please do not worry.
Q13	When will the intermittent supply by district be lifted if there is rain and the

	water conditions ease a little?
A13	At present, the Water Resources Agency will keep monitoring the water conditions and reviewing the countermeasures on a rolling basis. The Central Emergency Operation Center for Drought will announce public updates. TWC will also update the information on website.
Q14	During the 5 days in the 5-day supply and 2-day cut-off restriction period, will water pressure be reduced at night?
A14	In the regions in intermittent supply by district, measures of pressure reduction at night and quantity reduction for major water users will still continue.
Q15	Will there be any other reservoirs to support to slow down the water cut-offs?
A15	At present, except for Shimen Reservoir from Taoyuan supporting Hsinchu, water storage rates of the remaining reservoirs are in severe conditions, and countermeasures of each stage are implemented according to water storage conditions separately.
III. Locations and methods for water withdrawal (temporary purchase of water)	
Q16	Why are there no water withdrawal stations available in Miaoli, Taichung, and Changhua regions?
A16	This is because Miaoli, Taichung, and Changhua regions are in intermittent supply by district and pressure-reduced (quantity-reduced) water supply areas, and thus, no water withdrawal is available. Water withdrawal stations are provided in the areas that are not in intermittent supply by district (see information of water withdrawal stations published in the Fight-Drought section on TWC website) and will be adjusted according to actual needs.
Q17	How can I purchase water temporarily?
A17	(1)Download “Certificate (Application) form for temporary water purchase and withdrawal of water during drought”, fill in the quantity to purchase and the expected location to withdraw water, and then sign. (see TWC official website/Fight-Drought Section/Published Prepared Information/Short version of temporary water purchase and withdrawal waterprocesses.) (https://www.water.gov.tw/fightdrought/Subject/Detail/14614?nodeId=5928). (2)Please pay at the counter of one of TWC’s 96 service (operation) center. (3)Obtain the Certificate form for water withdrawal.

	<p>(4) Arrangement of water withdrawal: During services hours, from 08:00 to 17:00, please call to a contact person at the designated water withdrawal location to arrange the time and quantity of water withdrawal.</p> <p>(5) Go to the water withdrawal station for water withdrawal: From 08:00 to 17:00 everyday, bring the Certificate form to the water withdrawal station with you at the arranged time to withdraw water.</p>
Q18	Where can I download the Application form for temporary purchase of water?
A18	Please go to TWC official website/Fight-Drought Section/Published Prepared Information/Short version of temporary water purchase and withdraw water processes (https://www.water.gov.tw) to download “Certificate (Application) form for temporary water purchase and withdrawal of water during drought”, fill in the quantity to purchase and the expected location to withdraw water, sign and go to any of TWC’s service (operation) center for the application and payment.
Q19	How can I find water withdrawal stations during drought?
A19	TWC’s locations available for water withdrawal are announced on the TWC official website/Fight-Drought Section/Published Prepared Information/Summarized table of locations for water withdrawal (https://www.water.gov.tw).
Q20	What is the charge for temporary purchase of water?
A20	1 CMD is charged at NT\$18.112 (tax included) for temporary water use (calculated by multiplying the price of section 4 of TWC by 1.5 times), plus water resources conservation and compensation fee at 5% thereof, which totals to NT\$ 18.687 (tax included).
Q21	Where can I apply and pay for temporary purchase of water?
A21	For the convenience of payment, TWC’s 96 service (operation) center around Taiwan can receive the application and payment, and a user who purchases water can choose one service (operation) center nearby for the application and payment.
Q22	Can I directly go to a water withdrawal station for water withdrawal after paying for a temporary purchase of water?
A22	To avoid a long wait in line, after the payment, please call to a contact person at the designated water withdrawal location to arrange the time and the quantity of water withdrawal (the appointment service time is 08:00 to 17:00 during business days).

Q23	When can I withdraw water after the payment? What paper should I bring?
A23	The time available for water withdrawal of TWC is from 08:00 to 17:00 everyday (including holidays). After the payment, please be sure to arrange the time during 08:00 to 17:00 on workdays for water withdrawal with a contact person at the designated water withdrawal station, and bring the “Certificate form for temporary purchase and withdrawal of water during drought” with you to the water withdrawal station at the arranged time to withdraw water.
Q24	Where is there a place for medical water withdrawal? Who can buy water at a medical water withdrawal station? Can people in urgent need come here to withdraw water?
A24	Medical water withdrawal stations are well prepared. The implementation of intermittent supply by district is announced on the TWC official website/Fight-Drought Section/Published Prepared Information/ (https://www.water.gov.tw). Inpatient hospitals recognized by the Ministry of Health and Welfare (MOHW) can download the Certificate (Application) form for temporary purchase and withdrawal of water, and after completing the form and payment, contact a medical water withdrawal station nearby for water withdrawal. For other users, please go to the water withdrawal stations provided by TWC to withdraw water.
Q25	Does TWC provide rental service of water trucks? Where can I rent a water truck?
A25	TWC does not provide rental service of water trucks, and please contact a private water truck business if there is any need.
Q26	What are the locations of water withdrawal stations?
A26	The current industrial water withdrawal stations of TWC are announced on the TWC official website/Fight-Drought Section/Published Prepared Information (https://www.water.gov.tw). Please go online or call the 24-hour Hotline number at 1910 to check.
IV. Temporary water supply stations	
Q27	What are the regulations for setting up the temporary water supply stations?
A27	The regulations are under “TWC Standard operating procedures emergency response operations for stopping and suspending water supply during natural disasters”: In response to emergencies of water cut-offs and shortages, temporary water supply stations are set up for users to withdraw water.
Q28	What are the factors considered to set up temporary water supply stations?

A28	<p>(1) Highlands and end-of-pipe regions.</p> <p>(2) Temporary water supply stations are set up in places where residents visit frequently, such as apartment building entrances, district offices, activity centers, temple-courtyards, schools, markets, and others with public access.</p> <p>(3) Places with wide space and easily accessible by water trucks, such as park entrances, village activity centers or administration squares.</p>
Q29	Where can I check locations where temporary water supply stations are set up?
A29	The temporary water supply stations are well prepared, and the implementation of intermittent supply by district has been announced on the TWC official website/Fight-Drought Section/Published Prepared Information/ (https://www.water.gov.tw), or call 24-hour Hotline number at 1910 to check.
Q30	What are correct ways for water cut-off dissemination or announcement? Where can people who do not use the internet refer to?
A30	Regarding the ways for water cut-off dissemination or announcement of TWC, local county and city government, district offices, and village offices are informed of the regions and times that will be affected. Additionally, the water cut-off will be disseminated by broadcast vehicles within the water cut-off regions.
Q31	How often is the water in temporary water supply stations replenished? Are they regularly replenished?
A31	Basically, the water is replenished at least 2 times a day (1 time in the morning and 1 time in the afternoon), and the number of times for water replenishment is adjusted accordingly to meet people's need for water.
Q32	Can I know how long the water is kept in the temporary water supply stations? How can I ensure that the water inside is safe?
A32	Basically, the water inside the temporary water supply stations is replenished by the trucks sent from each water purification plant and meets the water quality standard for drinking water. The dates and number of times for water replenishment in each water withdrawal station are recorded, and then, staff are periodically sent to inspect the water quality of each water supply station to ensure people's water safety.