

附錄及附件

APPENDICES AND ANNEXES





附錄 Appendices

- I 水務署組織圖
WSD Organization Chart
- II 全年食水用水量及人均用水量
Annual Fresh Water Consumption and Per Capita Consumption
- III 全年海水用水量及獲海水供應人口
Annual Sea Water Consumption and Population Served
- IV 全港人口及獲食水供應人口
Population in Hong Kong and Population Served with Fresh Water Supplies
- V 客戶查詢及申請服務個案統計數字
Statistics on Customer Enquiry and Requests for Services
- VI 客戶投訴個案統計數字
Statistics on Customer Complaints
- VII 2004/2005年度各項繳費辦法的統計數字
Statistics on Mode of Payment 2004/2005
- VIII 水費
Water Charges

附件 Annexes

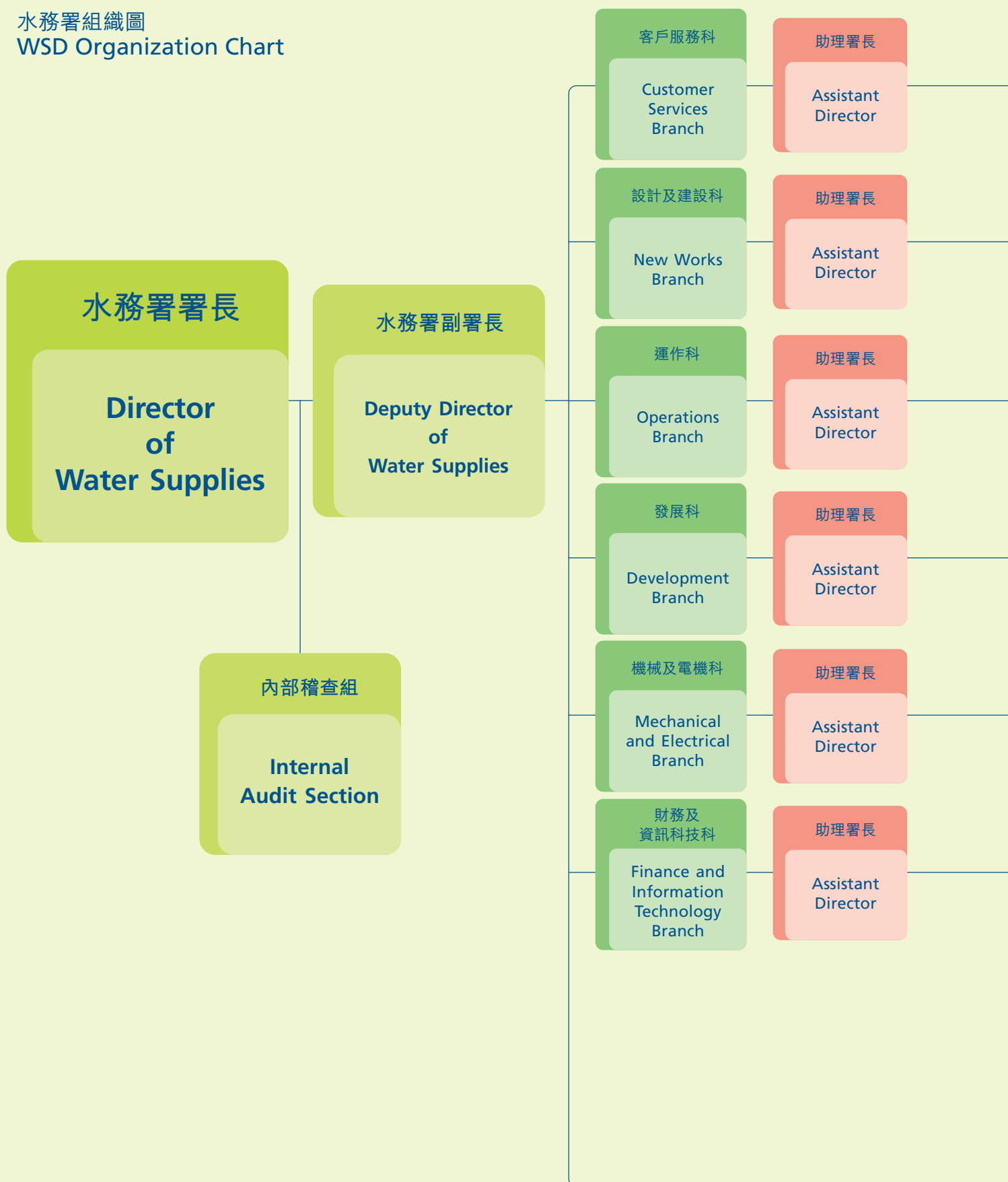
- I 水務署刊物目錄
List of WSD Publications Available to the Public
- II 客戶諮詢中心
Customer Enquiry Centres
- III 食水水質
Drinking Water Quality
- IV 經營帳目*
Operating Accounts*

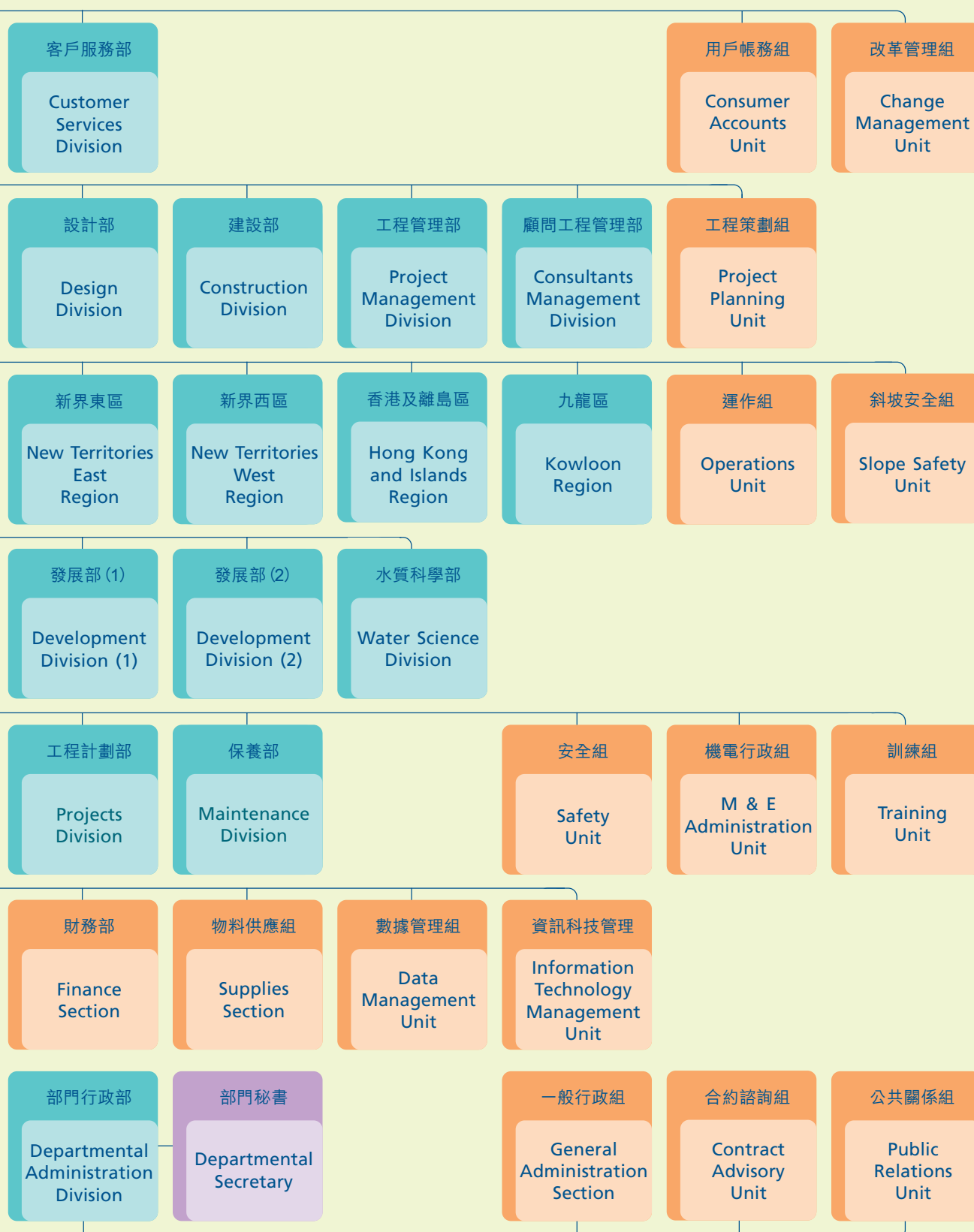
* 二〇〇四年／〇五年度之數據乃臨時性，並未經「水務帳目委員會」審批。是年度「水務監督經營帳目」的最終版本於「水務帳目委員會」審批後會被上載至本署網站。

* The figures for 2004/05 are provisional only and are subject to endorsement by the Waterworks Accounts Committee. The finalized Water Authority Operating Accounts for the year ended 31.3.2005 will be posted on WSD's website upon endorsement by the Waterwork Accounts Committee.

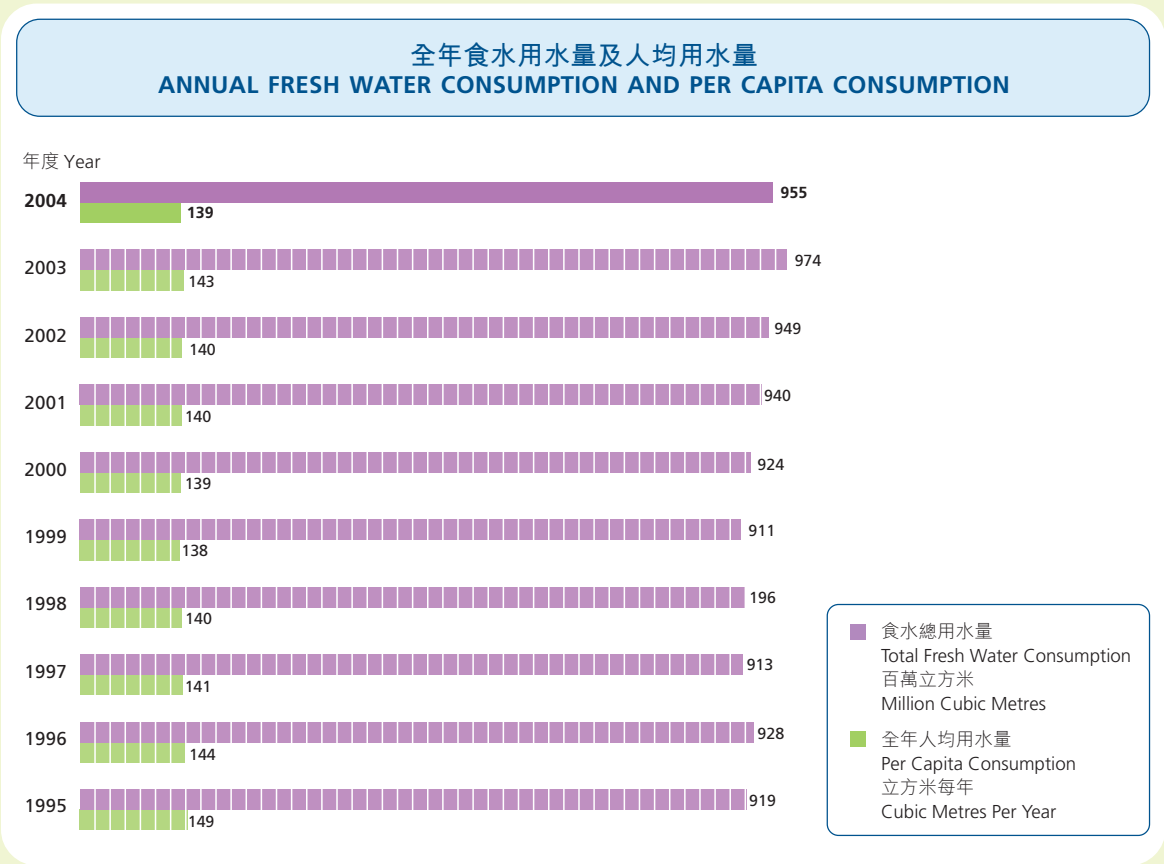
附錄一
Appendix I

水務署組織圖
WSD Organization Chart

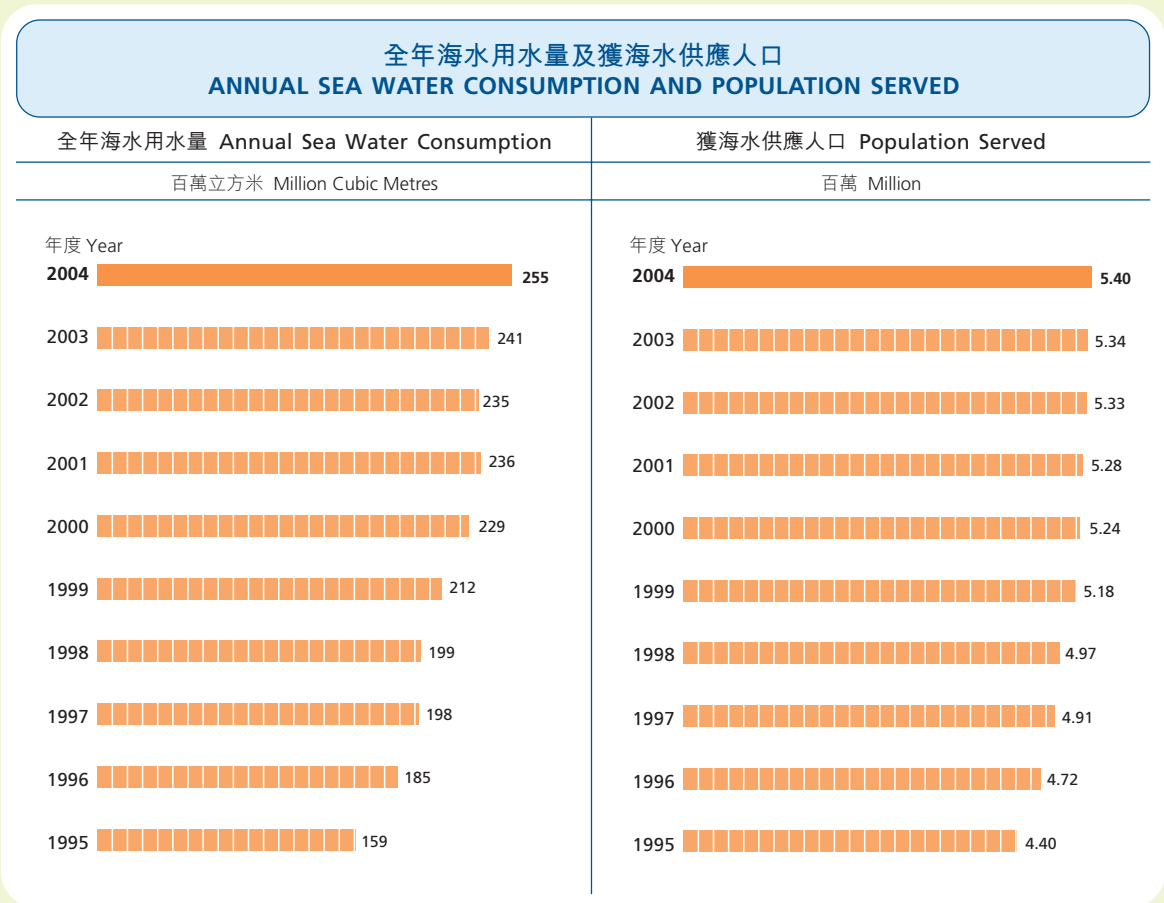




附錄二
Appendix II



附錄三
Appendix III

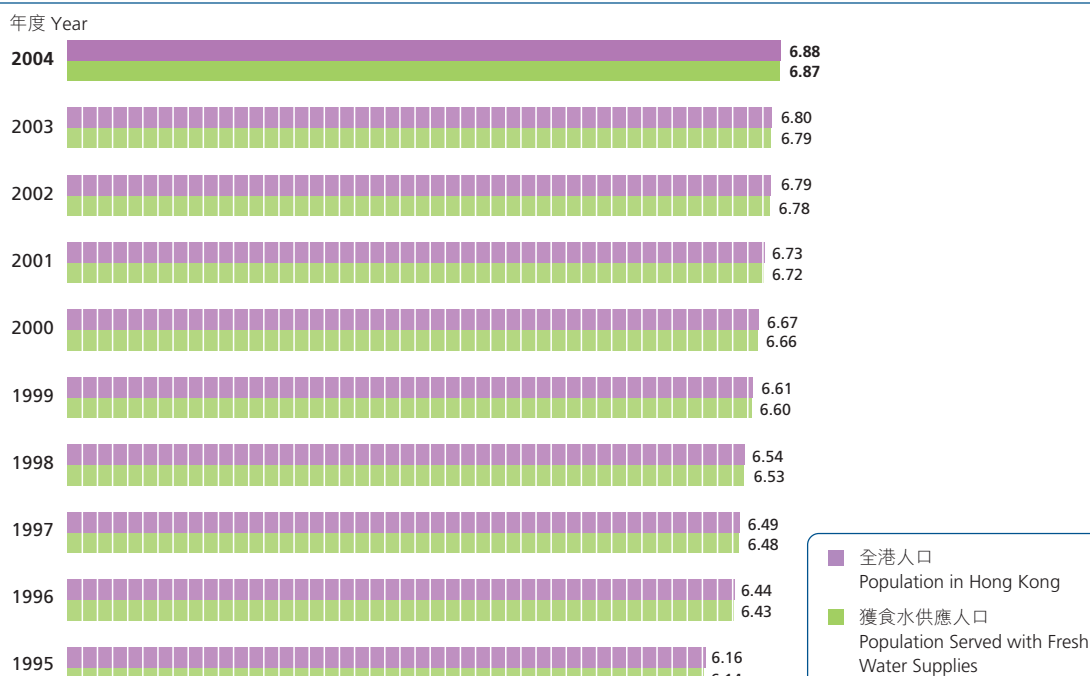




附錄四
Appendix IV

全港人口及獲食水供應人口
POPULATION IN HONG KONG AND POPULATION SERVED WITH FRESH WATER SUPPLIES

百萬 Million



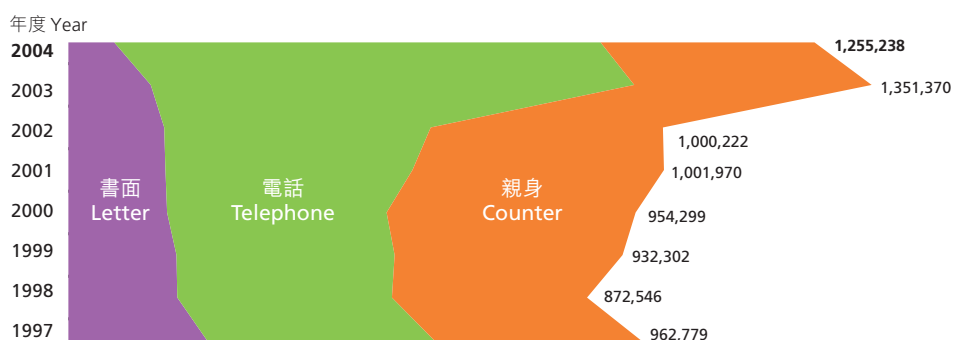
附錄五
Appendix V

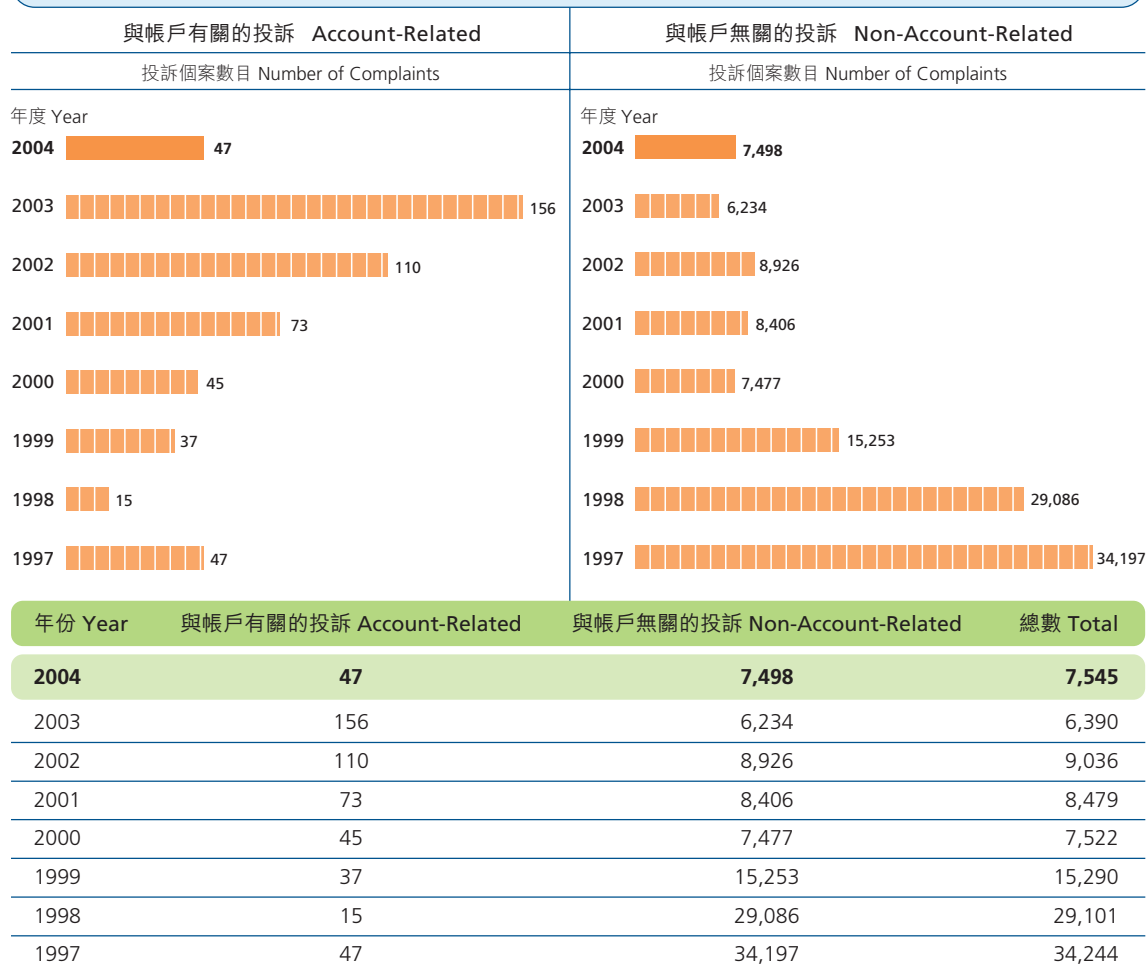
客戶查詢及申請服務個案統計數字
STATISTICS ON CUSTOMER ENQUIRY AND REQUESTS FOR SERVICES

年份 Year	書面查詢／申請 Letter	電話查詢／申請 Telephone	親身查詢／申請 Counter	總數 Total
2004	77,175	818,157	359,906	1,255,238
2003	138,596	813,320	399,454	1,351,370
2002	161,246	448,367	390,609	1,000,222
2001	163,301	415,661	423,008	1,001,970
2000	166,084	369,288	418,927	954,299
1999	181,874	366,977	383,451	932,302
1998	183,252	361,082	328,212	872,546
1997	232,919	382,121	347,739	962,779

客戶查詢及申請服務個案
STATISTICS ON CUSTOMER ENQUIRY AND REQUESTS FOR SERVICES

個案數目 Number of Requests



附錄六
Appendix VI客戶投訴個案統計數字
STATISTICS ON CUSTOMER COMPLAINTS附錄七
Appendix VII2004/2005年度各項繳費辦法的統計數字(數目)
STATISTICS ON MODE OF PAYMENT 2004/2005 (BY NUMBER)

辦法 Mode	2004 第二季 Q2 2004	2004 第三季 Q3 2004	2004 第四季 Q4 2004	2005 第一季 Q1 2005	總數 Total	百分比 Percentage
親身繳費 In-Person	763,229	833,368	793,513	767,469	3,157,579	48.5%
郵寄 By-Post	52,420	54,219	49,207	47,111	202,957	3.1%
自動轉帳 Autopay	210,767	222,109	218,861	216,980	868,717	13.3%
繳費聆 Payment by Phone	248,170	351,150	327,634	239,893	1,166,847	17.9%
銀行自動櫃員機 ATM-JETCO	124,741	135,579	130,634	128,955	519,909	8.0%
網上繳費 Internet	135,597	151,667	150,286	159,773	597,323	9.2%
總數 Total	1,534,924	1,748,092	1,670,135	1,560,181	6,513,332	100.0%



附錄八 Appendix VIII

水費 WATER CHARGES

除遠洋輪船用水外，下列水費收費率均由一九九五年二月開始實施(現時的遠洋輪船用水收費率於一九九六年七月生效)。
The following water rates have been in effect since February 1995 except the rate for Ocean-going shipping purposes which was effective from July 1996.

種類 Category	用水量 Consumption	港幣 HK\$ (每立方米) (Per cubic metre)
住宅用水 Domestic Use		
	每四個月用水量 Cubic metres every 4 months	每四個月收費率 Rate for every 4 months
第一級 First Tier	為首的 12 立方米 First 12 cubic metres	免費 FREE
第二級 Second Tier	繼後的 31 立方米 Next 31 cubic metres	\$4.16
第三級 Third Tier	再繼後的 19 立方米 Next 19 cubic metres	\$6.45
第四級 Fourth Tier	其餘 For the remainder	\$9.05
非住宅用水 Non-Domestic Use		
商業 Trade		\$4.58
建築 Construction		\$7.11
遠洋船 Ocean-going Shipping		\$10.93
非遠洋船 Non-Ocean-going Shipping		\$4.58
沖廁用淡水 Fresh Water for Flushing		
	每四個月用水量 Cubic metres every 4 months	每四個月收費率 Rate for every 4 months
第一級 First Tier	為首的 30 立方米 First 30 cubic metres	免費 FREE
第二級 Second Tier	其餘 For the remainder	\$4.58
沖廁用海水 Sea Water for Flushing		免費 FREE