

# 主要工作表現指標

## KEY PERFORMANCE INDICATORS

指標 Indicators	財政年度 FINANCIAL YEAR (百分比 Percentage)				
	00/01	01/02	02/03	03/04	04/05
食水水質 (100%符合「世界衛生組織」1993年所定食水水質標準) Fresh Water Quality [100% complies with WHO Guideline for Drinking Water Quality(1993)]	100	100	100	100	100
海水水質[95%符合水務署所定的水質指標 (04/05 之前為 93%)] Salt Water Quality [95% complies with WSD Water Quality Objectives (93% before 04/05)]	符合指標 Complied with	符合指標 Complied with	符合指標 Complied with	符合指標 Complied with	符合指標 Complied with
食水供水水壓 (15米至30米) Fresh Water Supply Pressure (15 – 30 metres)	99.4	99.9	100	100	100
海水供水水壓 (15米) Salt Water Supply Pressure (15 metres)	100	100	100	100	100

指標 Indicators	財政年度 FINANCIAL YEAR (百分比 Percentage)				
	00/01	01/02	02/03	03/04	04/05
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints					
● 食水供應故障 (在半天內) Fresh Water Supply Fault (within half a day)	99.4	100	100	100	100
● 其他 (在二十四小時內) Other (within 24 hours)	99.9	100	100	100	100
經預先安排的暫停供水時段 (95%於八小時內) Duration of Planned Suspension of Water Supply (95% within 8 hours)	符合指標 Complied with	符合指標 Complied with	符合指標 Complied with	符合指標 Complied with	符合指標 Complied with
水錶準確程度 (偏差程度不超過±3%) Accuracy of Water Meter (inaccuracy not exceeding ± 3%)	91.1	91.5	91.7	92.3	94.3
初步回覆市民的來信 (十個曆日) Interim Reply to Correspondence from the Public (10 calendar days)	99.8	99.8	99.5	100	91.7

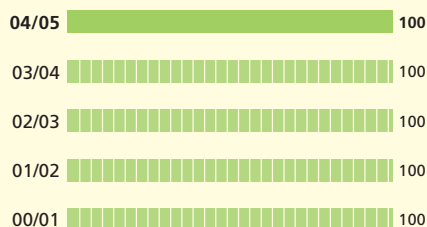
財政年度 = 由每年四月一日起至翌年三月三十一日止  
Financial Year = April 1 to March 31



### 食水水質 FRESH WATER QUALITY

百分比 Percentage

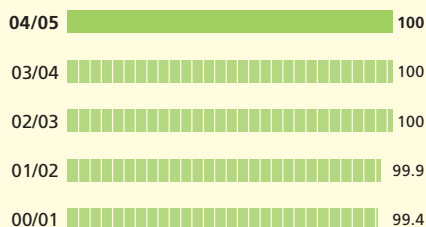
財政年度 Financial Year



### 食水供水水壓 FRESH WATER SUPPLY PRESSURE

百分比 Percentage

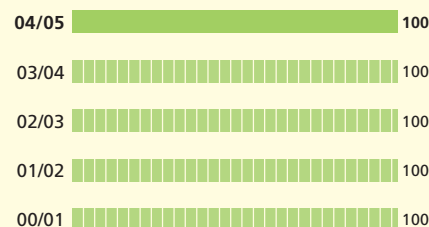
財政年度 Financial Year



### 海水供水水壓 SALT WATER SUPPLY PRESSURE

百分比 Percentage

財政年度 Financial Year

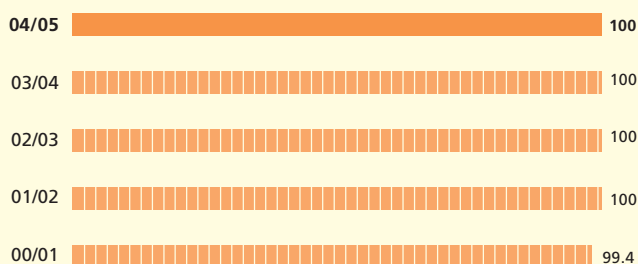


### 到場處理故障投訴的時間 RESPONSE TIME FOR ATTENDANCE TO FAULT COMPLAINTS

#### 食水供應故障 (在半天內) Fresh Water Supply Fault (within half a day)

百分比 Percentage

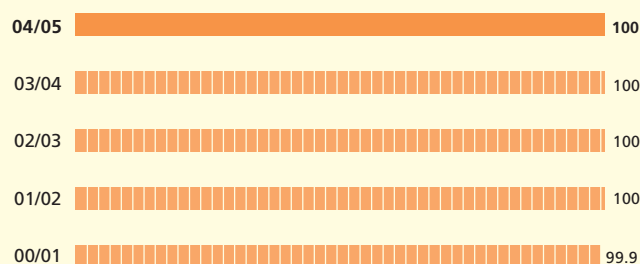
財政年度 Financial Year



#### 其他 (在二十四小時內) Other (within 24 hours)

百分比 Percentage

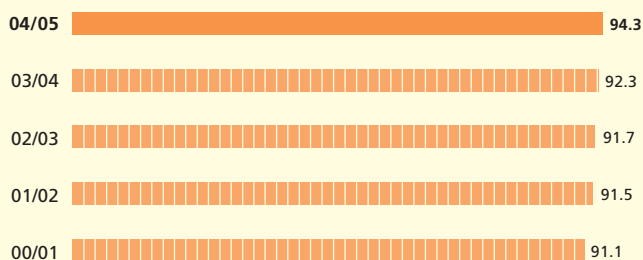
財政年度 Financial Year



### 水錶準確程度 ACCURACY OF WATER METER

百分比 Percentage

財政年度 Financial Year



### 初步回覆市民的來信 INTERIM REPLY TO CORRESPONDENCE FROM THE PUBLIC

百分比 Percentage

財政年度 Financial Year

