

xiii. 完成驗錶後計。

- After the water meter test has been conducted.
- xiv. 在持牌水喉匠報告完成水管工程後。  
Upon report of completion of plumbing works by the licensed plumber.
- xv. 在下列事項辦妥後發出「供水證明書」：  
(一) 收到申請水務表格WWO132 Pt II；  
(二) 水務監督已檢查及滿意水管工程；及  
(三) 供水已完成接駁。

- After (a) receipt of application form WWO 132 Pt II;  
(b) the plumbing works have been inspected to the satisfaction of the Water Authority; and  
(c) water supply connection has been made.
- xvi. ✓ 2009/10年度提高後的服務目標。2008/09年度的服務目標為90%。  
✓ Enhanced target for 2009/10. Target in 2008/09 was 90%.

在2008/09年度，我們舉辦了多項宣傳活動，藉以加強與客戶的溝通。  
Various publicity programmes were held in 2008/09 to strengthen communication with our customers.



水協會考察團於2008年11月到廣東省作第八年度考察東深供水系統。各委員均讚賞廣東省政府持續致力抗污染、保護流域，以確保東江水水質。  
In November 2008, the ACQWS paid its eighth annual visit to the Dongshen-Hong Kong Water Supply System in Guangdong. The delegates were impressed by the continuous efforts made by the Guangdong authorities in combating pollution, protecting the watershed and ensuring the water quality of Dongjiang.

「食水系統優質維修認可計劃」已正式改名為「大廈優質食水認可計劃」，計劃優化後有助鼓勵業界積極及持續參與。為推廣此計劃，我們特別在2008年5月展開一連串之宣傳攻勢，包括：在電視和收音機播放宣傳短片和聲帶；戶外廣告；印製海報及單張；在水費單印上傳傳訊息及隨水費單夾附宣傳單張。

The Fresh Water Plumbing Quality Recognition Scheme has been renamed as the Quality Water Recognition Scheme for Buildings and enhanced with new features to promote participation, especially continuous participation. We launched a special round of publicity campaign in May 2008 – including announcements on television and radio; outdoor advertisements; promotion through leaflets and posters; and promotional messages and inserts issued with water bills – to promote the scheme.



「大廈優質食水認可計劃」證書頒發典禮於2008年9月假皇家太平洋酒店舉行，以表揚參加者及鼓勵更多用戶參與計劃。參與計劃的樓宇業主、業主立案法團、物業管理公司以及醫院、酒店、學校及公共機構的物業代理人均獲頒發證書，以表揚他們在維修樓宇食水系統所作出的努力。

A Certificate Presentation Ceremony for the Quality Water Recognition Scheme for Buildings was held in September 2008 at the Royal Pacific Hotel and Towers to encourage participation and show our appreciation to the participants of the scheme. Congratulatory certificates were awarded to property owners, owners' corporations, property management companies, and management agents of hospitals, hotels, schools, universities and public institutions to recognise their efforts in proper maintenance of their fresh water plumbing systems.

為提高公眾保護水質的意識及參與，我們在2008年9月於萬宜水庫舉辦「2008世界水監測日」慶典。主禮嘉賓發展局局長林鄭月娥提醒大家要竭力保護水資源免受污染，並應養成節節用水的習慣，為我們社會的持續發展出一分力。

To enhance awareness and involvement of the community in the protection of water quality, we organised a ceremony of World Water Monitoring Day 2008 (WWMD) in September 2008 at High Island Reservoir. Officiating at the ceremony, Mrs. Carrie LAM, the Secretary for Development, said that we should try our best to protect our water resources from being contaminated and build up a habit of saving water so as to contribute to the sustainable development of our society.



周年水務講座於2008年10月假香港中央圖書館舉行。當日逾300名人士出席講座，主要為物業管理公司的代表。專題講解後，講者及與會者紛紛就供水服務交流意見、積極討論。

The annual public seminar on water supplies was held in October 2008 at the Hong Kong Central Library. An audience of over 300, mainly property management agents and staff, attended the seminar and enthusiastically exchanged experiences and opinions on water supply matters with our speakers after their presentations.

在2008年11月假香港維多利亞公園舉行的「科學為民」嘉年華中，我們設有兩個攤位：一個展示有關更換及修復水管工程的先進技術，另一個則介紹滲漏管理的相關科技。嘉年華會目的是讓市民了解政府如何利用科學及尖端科技提供公共服務。

We provided two booths at the Science in Public Service Fun Fair held in November 2008 at the Victoria Park: one on the advanced technologies for replacement and rehabilitation of water mains and the other on leakage detection technology. The fair aimed at letting people know more about the Government's application of science and advanced technologies in providing services.



在「2008香港可再生能源設計暨競技大賽」中，我們以「屯門濾水廠水力發電設施」作為參賽主題，利用展板、立體模型及電腦模擬影像，深入淺出地介紹此項設施的發展過程，並奪得「最佳設計和示範獎」。  
In the 2008 Hong Kong Renewable Energy Open Team Competition, we made good use of exhibition panels, a 3D model and a simulation video to introduce the development of the Hydroelectric Power Plant of the Tuen Mun Water Treatment Works and won the "Best Design and Demonstration Award" in the competition.

為了讓公眾更了解食水處理過程、提高市民珍惜食水和保護水源的意識，我們在2008年12月6日舉行開放日，並首度開放翻新後的北港濾水廠供市民參觀。當日逾1200名人士到場，由本署的義工陪同參觀並提供講解，參觀者均被展覽廳的示範所吸引。

To let the public have a better understanding of the water treatment process and enhance their awareness of water conservation and protection of water resources, we held an Open Day on 6 December 2008 at the renovated Pak Kong Water Treatment Works. Over 1,200 visitors were guided by the department's volunteer staff for a technical tour and enchanted by the various demonstrations given by our staff in the exhibition halls.



我們自2009年1月起於小學推出「節約用水 從家開始」的保護水資源活動，期望透過比賽來培養小學生及其家人節約用水的習慣。參與活動的學生需要提交最近兩期的水費單作比較。同時，我們派員到有關學校進行巡迴講座，教導學生食水是彌足珍貴的自然資源，又向他們講解香港的供水歷史和發展，並且提供一些實用的節約用水方法。

We launched a new water conservation campaign named "Water Conservation Starts from Home" for primary schools in January 2009 to help students and their families develop water saving habits through a competition. Participating students were required to provide their latest two consecutive water bills for comparison. We conducted roadshows at the participating schools to educate students that water was a scarce and important resource; inform them of the history and development of Hong Kong's water supply; and give them some simple water saving tips.

為響應2009年「世界善用食水日」的主題－「跨境水源」，我們在2009年3月22日以「共享水源 共享機遇」的標題於多份報章刊登特刊，向讀者介紹本署完善的水務設施，與及政府現正推行的全面水資源管理策略。

To support the theme of the World Water Day 2009, "Transboundary Water", we published a newspaper supplement on 22 March 2009 with the heading: "Shared Water – Shared Opportunities" to introduce our comprehensive water supply facilities as well as the Total Water Management (TWM) strategy being implemented by the Government.



發展局於2009年3月假香港中央圖書館舉辦名為「基建：今天創造就業 明日開拓未來」的職業博覽，我們亦參與其中，展出本署就業機會的展板及舉行相關講座。

The Development Bureau organised a career expo with the theme "Infrastructure: Building Opportunities for a Better Tomorrow" in March 2009 at the Hong Kong Central Library. We took part in the expo and set up an exhibition panel. We also gave a talk to publicise the job opportunities in the department.

「服務承諾」小冊子可於水務署轄下各客戶諮詢中心及各區民政事務處諮詢服務中心索取。Performance Pledge booklets can be obtained at our Customer Enquiry Centres and Public Enquiry Services Centres of District Offices.



# 服務承諾 Performance Pledge 2009/10



## Towards Sustainable Use of Water Resources



## 持續共享 珍貴水資源

# 服務承諾 Performance Pledge 2009/10

## 2009/10年度的服務目標及2008/09年度取得的成績 2009/10 Performance Targets and 2008/09 Achievements

服務 Services	2009/10年度的目標 2009/10 Targets	2008/09年度 取得的成績(%) 2008/09 Achievements(%)
<b>日常供水服務 Daily Water Supply Services</b>		
食水水質 (供水接駁位置) Fresh water quality (at connection points)	100%符合世界衛生組織 2006年所定標準 100% compliance with World Health Organization (WHO) Guidelines for Drinking Water Quality (2006)	達到指標 Target achieved
鹹水水質 (供水接駁位置) Salt water quality (at connection points)	96%符合水務署所定的 水質指標 96% compliance with WSD Water Quality Objectives	達到指標 Target achieved
供水水壓 Supply pressure		
- 食水 fresh water supply	15至30米 <sup>i</sup> 15-30 metres <sup>i</sup>	100%
- 鹹水 salt water supply	15米 <sup>i</sup> 15 metres <sup>i</sup>	100%
處理故障投訴 Response time for attendance to fault complaints		
- 食水供應故障 <sup>ii</sup> fresh water supply fault <sup>ii</sup>	半天 Half a day	100%
- 其他 others	一個工作天 A working day	99.9%
通知經預先安排的暫停供水 Notice for planned suspension of water supply	4個完整工作天前通知 <sup>iii</sup> ✓ 4 clear working days' advance notice <sup>iii</sup> ✓	99.5%
經預先安排的暫停供水時段 Duration of planned suspension of water supply	95%於8小時內 95% within 8 hours	達到指標 Target achieved
接報後截斷爆喉所需時間 Time for isolation of burst main upon receipt of report		
- 直徑300毫米及 以下的喉管 for pipe diameter up to 300mm	92%於1小時30分內 92% within 1.5 hours	達到指標 Target achieved
- 直徑300毫米以上 至600毫米的喉管 for pipe diameter above 300mm to 600mm	92%於2小時30分內 92% within 2.5 hours	達到指標 Target achieved
食水喉管爆裂最長停水時間 Maximum duration of supply interruption due to fresh water main burst	85%於8小時內 85% within 8 hours 70%於7小時內 <sup>iv</sup> ✓ 70% within 7 hours <sup>iv</sup> ✓	達到指標 Target achieved 達到指標 Target achieved

服務 Services	2009/10年度的目標 2009/10 Targets	2008/09年度 取得的成績(%) 2008/09 Achievements(%)
<b>與帳戶有關的服務 Account-related Services</b>		
用戶轉名申請 Taking up of consumership		
- 親自前往申請 in person	15分鐘 <sup>v</sup> 15 minutes <sup>v</sup>	100%
- 電話申請 by phone	15分鐘 <sup>v</sup> 15 minutes <sup>v</sup>	99.6%
- 郵寄申請 by post	7個完整工作天 <sup>vi</sup> 7 clear working days <sup>vi</sup>	99.5%
- 傳真申請 by fax	7個完整工作天 <sup>vi</sup> 7 clear working days <sup>vi</sup>	99.5%
結束帳戶後發出終結單 Issue of final bill upon closure of account	3個完整工作天 <sup>vii</sup> 3 clear working days <sup>vii</sup>	99.6%
發還水費按金 Refund of water deposit	9個完整工作天 <sup>viii</sup> 9 clear working days <sup>viii</sup>	99.5%
申請自動轉帳服務 Application for autopay	3個完整工作天 <sup>ix</sup> 3 clear working days <sup>ix</sup>	100%

服務 Services	2009/10年度的目標 2009/10 Targets	2008/09年度 取得的成績(%) 2008/09 Achievements(%)
<b>與水錶有關的服務 Meter-related Services</b>		
回覆有關新建樓宇工程 計劃的供水申請 Reply to application for metered supply to new building projects		
	20個完整工作天 20 clear working days	89.0%
水錶的準確程度 Accuracy of water meters	偏差程度不超過±3% Inaccuracy not exceeding ±3%	93.7%
申請驗錶 Application for meter test	8個完整工作天 <sup>x</sup> 8 clear working days <sup>x</sup>	98.9%
抄錶的準確程度 Accuracy of meter readings	99.95%	達到指標 Target achieved
為新用戶安裝水錶 Fixing of water meters for new accounts		
- 小型新發展項目 <sup>xi</sup> ；或 small scale new developments <sup>xi</sup> ； or	2個完整工作天 2 clear working days	100%
- 無須改動喉管的現有樓宇 existing buildings without plumbing modification	2個完整工作天 2 clear working days	100%
重新接駁供水 Reconnection of water supply	24小時 <sup>xii</sup> 24 hours <sup>xii</sup>	100%
簽發驗錶報告 Issue of meter test report	98%於3個完整工作天內 <sup>xiii</sup> 98% within 3 clear working days <sup>xiii</sup>	達到指標 Target achieved
查驗新建樓宇工程 Inspection of new building projects	7個完整工作天 <sup>xiv</sup> 7 clear working days <sup>xiv</sup>	93.0%
發出『供水證明書 (水務表格WWO1005)』 Issue of "Certificate Regarding Water Supply Connection (Form WWO 1005)"	10個曆日 <sup>xv</sup> 10 calendar days <sup>xv</sup>	100%

服務 Services	2009/10年度的目標 2009/10 Targets	2008/09年度 取得的成績(%) 2008/09 Achievements(%)
<b>電話諮詢服務 Telephone Enquiry Services</b>		
可錄得接獲客戶電話 諮詢中心的來電比率 Success rate of measurable incoming calls connected to Customer Telephone Enquiry Centre	99%	98.7%
接獲客戶服務代表的比率 Success rate of calls connected to operators	92% <sup>xvi</sup> ✓	達到指標 Target achieved
等候客戶服務代表接聽的時間 Waiting time for operator service	50%不超過30秒 50% not more than 30 seconds	達到指標 Target achieved
<b>其他服務 Other Services</b>		
申請釣魚牌照 Application for fishing licence		
- 郵寄申請 by post	3個完整工作天 3 clear working days	100%
- 親自前往申請 in person	10分鐘 10 minutes	95.0%
初步回覆市民的來信 Interim reply to correspondence from the public	10個曆日 10 calendar days	98.5%
回覆水喉匠牌照申請 Reply to application for plumber licence	10個完整工作天 10 clear working days	96.0%

- i. 除了在系統的盡頭，配水系統內最低的剩餘水壓(或水壓幅度)。  
Minimum residual pressure (or pressure range) in the distribution systems except at their extremities.
- ii. 包括食水供應中斷、食水受到污染、及內部食水喉管爆裂而可能導致水浸。  
Including cases of no fresh water supply; polluted fresh water supply; and internal fresh water pipe burst likely to cause flooding.
- iii. ✓ 2009/10年度提高後的服務目標。2008/09年度的服務目標為3個完整工作天。  
✓ Enhanced target for 2009/10. Target in 2008/09 was 3 clear working days.
- iv. ✓ 2009/10年度提高後的服務目標。2008/09年度的服務目標為95%於12小時內。  
✓ Enhanced target for 2009/10. Target in 2008/09 was 95% within 12 hours.
- v. 處理申請所需時間。  
Processing time.
- vi. 整個過程，包括為舊客戶終結帳戶。  
Complete process, including finalising account of the outgoing customer.
- vii. 終結單會在抄錄得最後水錶讀數後3個完整的工作天內發出。  
Issue of final bill will be made within 3 clear working days after taking final meter reading.
- viii. 發還水費按金的支票會在發出終結單後9個完整的工作天內發出。  
The cheque for refund of water deposit will be issued within 9 clear working days after issue of final bill.
- ix. 不包括一個月銀行審理期。  
Excluding the one month processing time required by banks.
- x. 有關目標是指由收到款項至發信通知申請人觀看驗錶過程的時間。  
From receipt of payments to issue of letters notifying applicants to witness meter tests.
- xi. 適用的新發展項目為所需水錶數目不超過5個，或無須從政府總水管敷設新駁喉的驗水工程。  
Referring to those new developments which do not require more than 5 water meters or new connections from government mains and the plumbing works have been checked in order.
- xii. 繳交所需費用後。  
After payment has been received.