

- xii. 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喉喉的已驗妥內部水管的工程。
Referring to those new developments which do not require more than 5 water meters or new connections from government mains and the plumbing works of which have been checked in order.
- xiii. 繳交所需費用後。
After payment has been received.
- xiv. 完成驗錶後計。
After the water meter test has been conducted.
- xv. 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.
- xvi. 在下列事項辦妥後發出「供水證明書」：
(一) 收到申請水務表格WVO 132 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 WVO 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.

在2010/11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 2010/11 to strengthen communication with our customers.

水諮會考察團於2010年11月到廣東省進行年度考察，並於當地了解東深供水系統後即日舉行新聞簡報會，報告最新情況。
The ACQWS conducted their annual visit to Guangdong in November 2010. Upon their return, a press briefing was held to update the media of the latest development of the Dongjiang Water Supply System.



我們於5月10日至6月4日期間，先後在入境事務大樓及稅務大樓為用水效益標籤計劃作宣傳，以加深市民對此計劃之認識。
The Department put up exhibitions in Immigration Tower and Revenue Tower from 10 May to 4 June 2010 to promote the Water Efficiency Labeling Scheme (WELS) to the public.

沐浴是一種享受，不過原來我們沐浴的時間每縮短一分鐘，便可以節省十公升食水。水務署推出了全新的宣傳活動，包括製作宣傳短片，呼籲市民縮短沐浴時間，並選用具節水效益的花灑頭，以節約用水。
Showers are refreshing. However, for every minute less we spend in the shower, we can save ten litres of water. WSD has launched a new publicity campaign including a promotional video, to appeal to the public to save water by taking shorter showers and using water efficient showerheads.



周年水務講座於2010年6月假柴灣青年廣場舉行，講者除了有水務署的專業人員外，更特別邀請了在香港水務及環境管理學會主辦、水務署全力支持的「2009節約用水比賽」中奪冠的物業管理代表，在講座中分享他們在屋苑推動節約用水的經驗。與會者均就供水服務積極發表意見。
The annual public seminar on water supplies was held in June 2010 at the Youth Square, Chai Wan. In addition to professional staff of the department, the champion property management agent of the "Water Saving Competition 2009", organised by the Chartered Institution of Water and Environmental Management Hong Kong (CIWEM) and supported by the Water Supplies Department, was invited to share the initiatives taken to promote water conservation in its housing estate. The audience enthusiastically exchanged experiences and opinions on water supply matters.

為了進一步向小學生宣傳節約用水的訊息，我們在2010年舉辦了「保護水資源大使選拔賽」，選拔及表揚節約用水表現優異的同學，並希望他們成為其他同學的榜樣，從而推動朋輩間珍惜食水的行為。證書頒發典禮於2010年7月6日假青年廣場舉行，約有500名同學、家長和老師出席。
To further promote the message of water conservation among primary school students, the WSD in 2010 invited primary schools to join the "Water Conservation Ambassador Selection Scheme" to select and commend students who had achieved excellent results in water saving. These ambassadors would serve as role models to help promote water conservation among fellow students. The certificate presentation ceremony was held on 6 July 2010 at the Youth Square, with about 500 students, parents and teachers attending the event.



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「大廈優質食水認可計劃」證書頒發典禮於2010年8月假富豪香港酒店舉行，藉此表揚參加者所作出的努力。獲頒金證書及銀證書的樓宇總數由2009年約800幢大幅攀升至2010年的1,300多幢，成績令人鼓舞。
A Certificate Presentation Ceremony for the "Quality Water Recognition Scheme for Buildings" was held in August 2010 at the Regal Hongkong Hotel to show our appreciation to the participants of the scheme. The number of buildings awarded with gold and silver certificates had significantly increased from about 800 last year to more than 1,300 this year.



除了在小學宣傳節約用水，我們去年首度舉辦節約用水設計比賽，徵集大專學生別具創意的節約用水設計，及來自物業管理和飲食行業的良好節水措施。發展局局長林鄭月娥及水諮會主席何建宗教授於2010年9月18日親臨大鵬涌水塘為比賽主持啟動儀式。同時，現場有逾100名中學生即席進行簡單的科學實驗，測試大鵬涌水塘的水質，以響應世界水監測日的呼籲，提高公眾對保護水質的認識和參與。
Apart from promoting water conservation in primary schools, the WSD launched a water conservation design competition last year, calling for creative designs from students of tertiary education institutes and good practices from the property management sector and catering services industry. Mrs. Carrie LAM, Secretary for Development, together with Professor HO Kin Chung, Chairman of the ACQWS, officiated at the ceremony for launching the competition at Tai Lam Chung Reservoir on 18 September 2010.

Also celebrating the event were over 100 secondary school students who performed a series of simple scientific tests on the water quality of Tai Lam Chung Reservoir to mark the World Water Monitoring Day, with a view to enhancing the awareness and involvement of the community in protecting water quality.

為了讓公眾更了解水務署的工作及提高市民保護水資源的意識，馬鞍山濾水廠於2010年12月4日開放予公眾參觀。訪客欣賞本署安排導賞員講解食水處理過程，認為開放日活動既充實又有趣。



In order to let the public have a better understanding of the work of the department and enhance their awareness of water conservation, Ma On Shan Water Treatment Works was open for public visit on 4 December 2010. Visitors appreciated the technical guided tour which let them get acquainted with the complete water treatment process. They found the arrangement of open day fulfilling and interesting.



在「節約用水，從家開始」2010/11學年的活動中，我們獲邀到全港不同的小學進行了約110場講座，向學生宣傳節約用水的訊息。我們不單只與同學們分享日常生活中的節水心得，更鼓勵他們將珍惜點滴的訊息帶給身邊的家人及朋友。

In the "Water Conservation Starts from Home" campaign (2010/11) for primary schools, we were invited to conduct about 110 sessions of roadshows in various schools throughout the territory to promote water conservation to their students. Students were not only given useful and simple water saving tips in daily life, but also encouraged to pass the message on to their family members and friends.

為慶祝今年香港供水160年，我們於2011年3月22日的世界善用食水日刊登了一篇新聞特稿，主題為「回應都市供水的挑戰」，以提高公眾保護水資源的意識及鼓勵市民參與。特刊內涵蓋香港的供水歷史、社會對供水觀念的轉變、「全面水資源管理策略」所推出的措施及讓學校與大眾參與的節約用水活動；文中亦強調我們應從區域角度管理水資源，以迎接21世紀的供水挑戰。



In celebration of 160 years of water supply in Hong Kong, WSD published a newspaper supplement with the subject "Water for Cities: Responding to the Urban Challenge" on World Water Day (22 March of each year) 2011 to arouse public awareness and encourage their participation in water conservation. The supplement covered the history of water supply in Hong Kong, changes of the community's perspective on water supply, the measures implemented under the total water management strategy, the water conservation activities for schools and the public. It also pointed out the importance of managing water resources from a regional perspective so as to meet the challenges of water supply in the 21st century.

「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 2011/12 Performance Pledge

服務承諾 Performance Pledge 2011/12

2011/12年度的服務目標及2010/11年度取得的成績 2011/12 Performance Targets and 2010/11 Achievements

| 服務 Services | 2011/12年度的目標 2011/12 Targets | 2010/11年度取得的成績 2010/11 Achievements |
|--|--|-------------------------------------|
| 日常供水服務 Daily Water Supply Services | | |
| 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2008年所定的飲用水水質指引 ⁱ ✓ 100% compliance with World Health Organization (WHO) Guidelines for Drinking-water Quality (2008) ⁱ ✓ | 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 ⁱⁱ 15-30 metres ⁱⁱ | 100% |
| - 鹹水 salt water supply | 15米 ⁱⁱ 15 metres ⁱⁱ | 100% |
| 處理故障投訴 Response time for attendance to fault complaints | | |
| - 食水供應故障 ⁱⁱⁱ fresh water supply fault ⁱⁱⁱ | 半天 Half a day | 100% |
| - 其他 others | 一個工作天 A working day | 100% |
| 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 4 clear working days' advance notice | 100% |
| 經預先安排的暫停供水時段 ^{iv} Duration of planned suspension of water supply ^{iv} | 97%於8小時內 97% within 8 hours | 達到指標 Target achieved |
| 接獲爆喉報告後關閉水掣至可展開維修水管所需時間 ^v Time after receipt of report of burst main for valve closure to enable repair works to start ^v | | |
| - 直徑300毫米及以下的喉管 for pipe diameter up to 300mm | 94%於1小時30分鐘內 94% within 1.5 hours 75%於1小時15分鐘內 75% within 1 hour and 15 minutes | 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 | 94%於2小時30分鐘內 94% within 2.5 hours 75%於2小時內 75% within 2 hours | 93.9% 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 70% within 7 hours | 達到指標 Target achieved |

| 服務 Services | 2011/12年度的目標 2011/12 Targets | 2010/11年度取得的成績 2010/11 Achievements |
|--|---|-------------------------------------|
| 與帳戶有關的服務 Account-related Services | | |
| 用戶轉名申請 Taking up of consumership | | |
| - 親自前往申請 in person | 15分鐘 ^{vi} 15 minutes ^{vi} | 100% |
| - 電話申請 by phone | 15分鐘 ^{vi} 15 minutes ^{vi} | 99.7% |
| - 郵寄申請 by post | 7個完整工作天 ^{vii} 7 clear working days ^{vii} | 99.5% |
| - 傳真申請 by fax | 7個完整工作天 ^{vii} 7 clear working days ^{vii} | 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 ^{viii} 3 clear working days ^{viii} | 99.8% |
| 發還水費按金 Refund of water deposit | 9個完整工作天 ^{ix} 9 clear working days ^{ix} | 99.6% |
| 申請自動轉帳服務 Application for autopay | 3個完整工作天 ^x 3 clear working days ^x | 100% |

| 服務 Services | 2011/12年度的目標 2011/12 Targets | 2010/11年度取得的成績 2010/11 Achievements |
|--|---|-------------------------------------|
| 與水錶有關的服務 Meter-related Services | | |
| 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 | 95.2% |
| 水錶的準確程度 Accuracy of water meters | 偏差程度不超過±3% Inaccuracy not exceeding ±3% | 95.0% |
| 申請驗錶 Application for meter test | 8個完整工作天 ^{xi} 8 clear working days ^{xi} | 100% |
| 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 ^{xii} ；或 small scale new developments ^{xii} ； 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 ^{xiii} 24 hours ^{xiii} | 100% |
| 簽發驗錶報告 Issue of meter test report | 98%於3個完整工作天內 ^{xiv} 98% within 3 clear working days ^{xiv} | 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 ^{xv} 7 clear working days ^{xv} | 95.5% |
| 發出『供水證明書』(水務表格WVO 1005) Issue of "Certificate Regarding Water Supply Connection" (Form WVO 1005) | 10個曆日 ^{xvi} 10 calendar days ^{xvi} | 99.5% |

| 服務 Services | 2011/12年度的目標 2011/12 Targets | 2010/11年度取得的成績 2010/11 Achievements |
|---|---|-------------------------------------|
| 電話諮詢服務 Telephone Enquiry Services | | |
| 可錄得接通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% |
| 接通客戶服務代表的比率 Success rate of calls connected to operators | 92% | 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 |
| 其他服務 Other Services | | |
| 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 | 98.4% |
| 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 | 99.6% |

- i. ✓ 2011/12年度提高後的服務目標。2010/11年度的服務目標為100%符合世界衛生組織2006年所定的飲用水水質指引。
Enhanced target for 2011/12. Target in 2010/11 was 100% compliance with World Health Organization (WHO) Guidelines for Drinking-water Quality (2006).
- ii. 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.
- iii. 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.
- iv. 因工程關係預先安排的暫停供水時段。
Duration of suspension of water supply for planned works.
- v. 2010/11年度的服務項目名稱為「接報後截斷爆喉所需時間」。
Original description in 2010/11: Time for isolation of burst main upon receipt of report.
- vi. 處理申請所需時間。
Processing time.
- vii. 整個過程，包括為舊客戶終結帳戶所需時間。
Complete process, including finalising account of the outgoing customer.
- viii. 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.
- ix. 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.
- x. 不包括一個月銀行審理期。
Excluding the one month processing time required by banks.
- xi. 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所需的時間。
From receipt of payments to issue of letters notifying applicants to witness meter tests.