



服務承諾 Performance Pledge 2014/15

2014/15年度的服務目標及2013/14年度取得的成績 2014/15 Performance Targets and 2013/14 Achievements



服務 Services	2014/15年度的目標 2014/15 Targets	2013/14年度 取得的成績 2013/14 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 2011年所定的飲用水水質 指引 100% compliance with World Health Organization (WHO) Guidelines for Drinking-water Quality (2011)	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 ⁱ 15 - 30 metres ⁱ	100%
- 鹹水 salt water supply	15米 ⁱ 15 metres ⁱ	100%
處理故障投訴 Response time for attendance to fault complaints		
- 食水供應故障 ⁱⁱ fresh water supply fault ⁱⁱ	半天 Half a day	100%
- 其他 others	24小時 ⁱⁱⁱ ✓ 24 hours ⁱⁱⁱ ✓	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%
因預先安排的工程而暫停供水之時段 Duration of suspension of water supply for planned work	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 Time after receipt of report of burst main for valve closure to enable repair works to start		

服務 Services	2014/15年度的目標 2014/15 Targets	2013/14年度 取得的成績 2013/14 Achievements
日常供水服務 Daily Water Supply Services		
- 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 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	達到指標 Target achieved 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	99.21% 達到指標 Target achieved
關閉爆裂的喉管後，提供緊急臨時食水供應 Provision of emergency temporary fresh water supply after isolation of burst main	85%於3小時內 ^{iv} 85% within 3 hours ^{iv}	達到指標 Target achieved
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 ^v 15 minutes ^v	99.21%
- 電話申請 by phone	15分鐘 ^v 15 minutes ^v	99.81%
- 郵寄申請 by post	7個完整工作天 ^{vi} 7 clear working days ^{vi}	100%
- 傳真申請 by fax	7個完整工作天 ^{vi} 7 clear working days ^{vi}	99.93%
- 電郵申請 by email	7個完整工作天 ^{vi} 7 clear working days ^{vi}	100%
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 3 clear working days	99.62%

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與帳戶有關的服務 Account-related Services		
發還水費按金 Refund of water deposit	9個完整工作天 ^{vii} 9 clear working days ^{vii}	99.76%
申請自動轉帳服務 Application for autopay	3個完整工作天 ^{viii} 3 clear working days ^{viii}	100%
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	95.28%
水錶的準確程度 Accuracy of water meters	偏差程度不超過±3% Inaccuracy not exceeding ±3%	96.4%
驗錶 ^{ix} Meter Testing ^{ix}	8個完整工作天 ^x 8 clear working days ^x	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	2個完整工作天 2 clear working days	100%
重新接駁供水 Reconnection of water supply	1個完整工作天 ^{xi} 1 clear working day ^{xi}	100%
簽發驗錶報告 Issue of meter test report	99% 於3個完整工作 天內 ^{xii} 99% within 3 clear working days ^{xii}	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 ^{xiii} 7 clear working days ^{xiii}	98.8%
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 ^{xiv} 10 calendar days ^{xiv}	100%



服務 Services	2014/15年度的目標 2014/15 Targets	2013/14年度 取得的成績 2013/14 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%	99.83%
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	60% 不超過30秒 60% 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	97.2%
初步回覆市民的來信 Interim reply to correspondence from the public	10個曆日 10 calendar days	99.96%
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	99.97%
為打擊非法取水舉辦宣傳活動和講座 Conducting publicity campaigns and seminars for promotion of combating unauthorised water consumption ^{xv} 😊	60次 60 nos.	2014/15年度的新服務目標 New item for 2014/15
接獲懷疑非法取水投訴後的1天內展開調查行動 Initiating an investigation after receiving a complaint on suspected unauthorised water consumption within one day ^{xv} 😊	85%	2014/15年度的新服務目標 New item for 2014/15

- i. 除了在系統的盡頭，配水系統內最低的剩餘水壓。
Minimum residual head 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. ✓ 2014/15年度提高後的服務目標。2013/14的服務目標為一個工作天。
Enhanced target for 2014/15. Target in 2013/14 was a working day.
- iv. 緊急臨時食水會以街喉、水箱或水車提供，如預計食水中斷不超過3小時，通常不會提供緊急臨時食水。
Emergency temporary water supply, which will normally not be provided for supply interruptions expected to last for not more than 3 hours, will be provided in the form of standpipes, water tanks or water wagons.
- 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所需時間。
Complete process, including finalising account of the outgoing customer.
- vii. 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.
- viii. 收到銀行通知後。
Upon receipt of notification from banks.
- ix. 2013/14年度原稱為：申請驗錶。
Original description in 2013/14 : Application for meter test.
- x. 由移除水錶至驗錶。
From removal of meter to meter test.
- xi. 繳交所需費用後計。
After payment has been received.
- xii. 完成驗錶後計。
After the water meter test has been conducted.
- xiii. 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.
- xiv. 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.
- xv. 😊 2014/15年度的新服務目標。
New Service Item for 2014/15.

「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.



水務署已推出免費流動應用程式《WSD Mobile App》，供市民隨時隨地以手機閱覽有關水務署的資訊，包括公告欄、暫停供水通告、帳單摘要以及催繳通知。用戶可選擇最多3個關注地區，當所關注地區有任何新的緊急停水安排和資料更新（包括停水生效時間、現時情況、預計恢復供水時間、停水原因、受影響地區、範圍及地址、臨時食水供應安排等），《WSD Mobile App》便會自動向使用者發出通知。

The Water Supplies Department (WSD) has launched a free mobile application WSD Mobile App which allows citizens to check on their smartphones WSD's information, including Notice Board, Water Suspension Notice, Bill Summary and Bill Reminder anytime and anywhere. The users may select up to 3 concerned districts. When there is a new emergency water suspension case and information update (including effective time of water suspension, current status, estimated time of water resumption, reasons for water suspension, areas/buildings/addresses affected, temporary water supply arrangements, etc.) in the concerned districts, the WSD Mobile App will send out notice to users automatically.



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Save 10L 公升
Water

