



維持 低廉水費

Keeping **Water Charges** Low

國際上，訂定水費的方法可以有很大差別。

香港的水費是按照水錶記錄而徵收，收費率會每年予以檢討。

Globally, water tariff setting practices can vary widely.

In Hong Kong, fresh water charges are based on metered consumption and tariff rates are reviewed annually.





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和世界其他主要城市相比，香港市民為優質食水所繳付的費用是相對低廉的。水費自一九九五年二月凍結至今。二零一零／一一年度，250萬住宅用戶（包括無須繳付水費之用戶）每月平均水費為47元，約相等於住戶每月平均開支的0.3%。

收費幅度

住宅用戶的水費分為四級。每四個月用水的首12立方米食水是視作維持健康和衛生所需的最低使用量，住宅用戶可免費獲此供水量。為收回生產成本或防止浪費食水，使用超出免費供水限額的客戶，需以遞增幅度繳費。第二級的用水量為31立方米，按扣除差餉補貼後的成本收費。第三級的用水量為19立方米，按生產成本收費。為防止浪費，第四級為懲罰性收費，收費率約比第三級高40%。

People in Hong Kong pay less for high quality fresh water than their counterparts in most major cities around the world. The water charges have not been changed since February 1995. For the 2.5 million domestic accounts, the average water charge in 2010/11, including those accounts not required to pay water charges, is \$ 47 per month. Water charge is equal to about 0.3 per cent of the average monthly household expenditure.

Scale of Charges

Water for domestic use is charged on a four-tier system. The first tier of consumption up to 12 cubic metres of water over a four-month period, seen as the minimum necessary to meet basic health and hygiene needs, is supplied to domestic customers free of charge. Charges for consumption beyond this free supply volume are based on a rising scale that aims to recover cost or discourage lavish use. The charge for the second tier of 31 cubic metres is to recover the cost, taking into account the contribution from rates. The charge for the third tier of 19 cubic metres is to recover the production cost while the fourth tier is charged at a punitive rate 40 per cent higher than that of the third tier to discourage lavish use.

工商業和建築工程業等非住宅用戶，按扣除差餉補貼後（如適用）的成本收費。沖廁用鹹水是免費供應的。

Charges for non-domestic use such as trade and construction, are on a cost recovery basis, taking into account the contribution from rates as appropriate. Salt water for flushing is supplied free of charge.

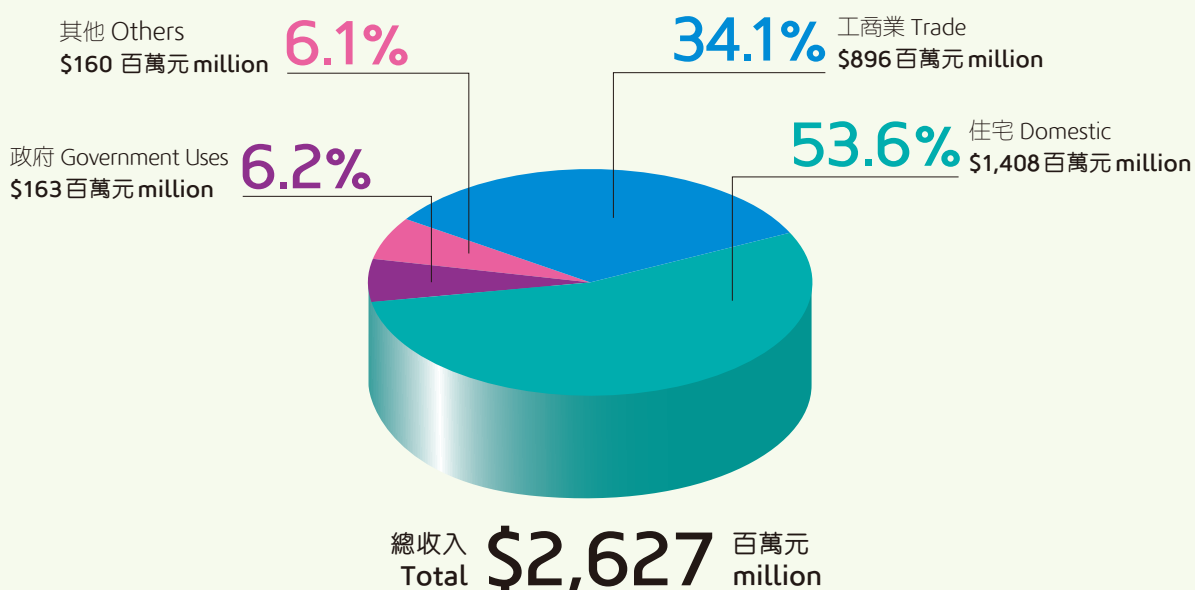
現時，約15%的本港住宅用戶每月不用支付任何水費；41%按第二級的用水量繳付每單位\$4.16的水費；20%繳付第三級，即每單位\$6.45的水費；餘下24%繳付第四級，即每單位\$9.05的水費。

At present, some 15 per cent of domestic customers are not required to pay water charges, 41 per cent are paying up to tier 2 rate of \$4.16 per unit, 20 per cent are paying up to tier 3 rate of \$6.45 per unit, and only 24 per cent are paying up to tier 4 rate of \$9.05 per unit.

水費收入(按用戶類別劃分) Water Charge (by Sectors)

	財政年度 Financial Year 百萬元 \$million				
	2006/07	2007/08	2008/09	2009/10	2010/11
工商業 Trade	896	890	866	876	896
住宅 Domestic	1,382	1,378	1,407	1,443	1,408
政府 Government Uses	143	148	159	150	163
其他 Others	163	152	155	157	160
總收入 Total	2,584	2,568	2,587	2,626	2,627

二零一零/一一年度水費收入(按用戶類別劃分百分比) Water Charge (percentage by Sectors) 2010/11



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本署為住宅用戶每四個月抄錶一次。
Meters for domestic accounts are read every four months.

每年，由財經事務及庫務局常任秘書長（庫務）擔任主席的水務帳目委員會，均考慮多項因素來檢討水費。這些因素包括：水務設施的財政狀況、公眾接受程度及可承擔水平、立法會議員的意見，以及其他相關政策目標。

任何水費修訂的建議，必須呈交行政會議，並經由立法程序處理。

水費是按照水錶記錄的用量來徵收的。在二零一零至一一年度，我們為249萬住宅用戶及27萬非住宅用戶，每四個月抄錶一次。此外，按月抄錶的高用量非住宅用戶數目約有6 000個。

二零一零／一一年度住宅用戶每月水費分佈圖詳見附表。

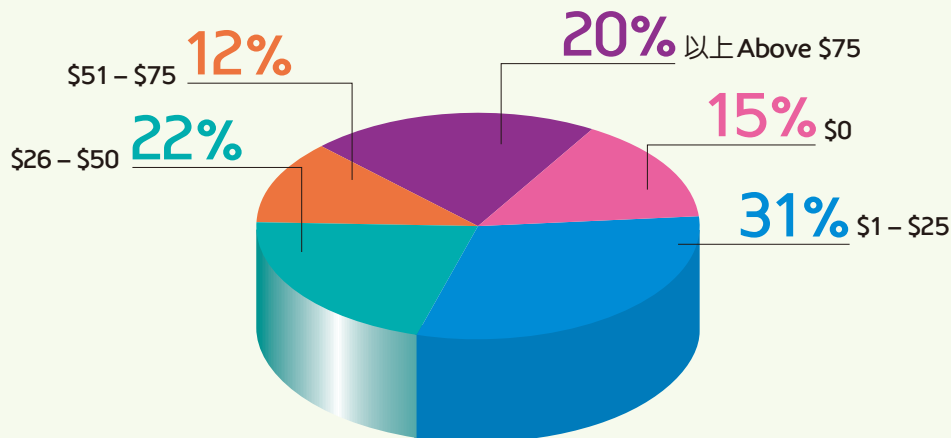
In its annual consideration of tariffs, the Waterworks Accounts Committee, chaired by the Permanent Secretary for Financial Services and the Treasury (Treasury), takes into account a number of factors including the financial performance of waterworks operations, public acceptability and affordability, the view of Legislative Council members and any other policy objectives to be pursued.

Any proposal for change must be taken to the Executive Council and go through the legislative process.

Fresh water charges are based on metered consumption. During 2010/11, meters for 2.49 million domestic accounts and 0.27 million non-domestic accounts were read every four months. The meters of some 6 000 non-domestic accounts with high consumption levels were read monthly.

The distribution of household average monthly bill in 2010/11 is shown in the chart below.

二零一零／一一年度住宅用戶每月水費分佈圖
Distribution of Household Average Monthly Bill 2010/11



電子帳單

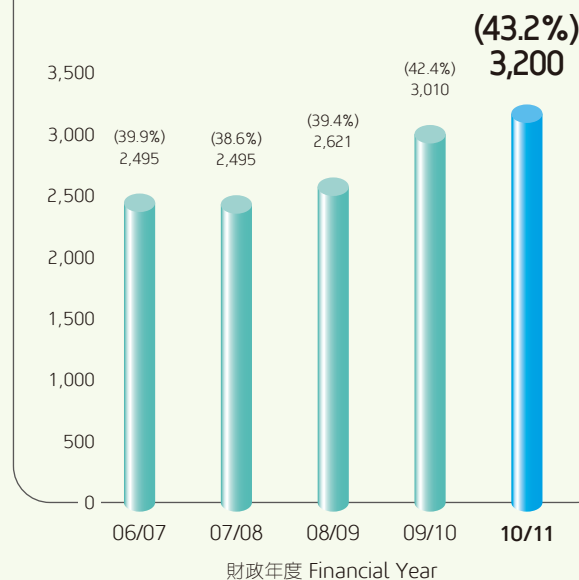
為響應政府服務電子化的措施，我們推出了電子帳單服務。截至二零一一年三月三十一日，約4 000客戶登記使用電子帳單服務。所有客戶更可於本署網站查詢最近一期的帳單資料。為進一步提升我們的電子化服務，在香港政府一站通網站引入電子水費帳戶查詢功能的工作正進行中，預計於二零一一年第三季度推出。我們會繼續加強帳單、查詢和繳費的電子功能。

e-Bills

To support the e-government initiatives, an option on receiving water bills in electronic means is available to all customers. As at 31 March 2011, the number of customers opted to receive e-bills was about 4 000. Facility is also available to enable all customers to make an enquiry on their latest water bills through the Department's website. To further enhance our e-services, the project to enable customers to access their latest water bills through the MyGovHK platform is scheduled for implementation in the third quarter of 2011. We will continue to enhance our e-services to customers in billing, handling enquiries, and payment of bills.

購水開支及佔整體運作開支的比例
Purchase cost of Dongjiang Water and Proportion of Total Operating Expenditure

百萬元 \$million



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收入及運作成本

水務收入來源包括：一般水費、各項收費、牌照及代客戶進行工程的收費。年內，來自一般水費及政府用水的收入由去年的26.26億元，輕微上升至26.27億元。連同政府從差餉收入及免費供水所提供的津貼，全年總收入為64.55億元，較上年增加0.2%。

本年度的總運作成本為74.13億元，較上年上升4.5%，當中已包括從廣東省購水開支的32億元。增幅主要因為購買東江水的費用增加及折舊費用。

Revenue and Operating Costs

Revenue comes from various sources including chargeable supplies, fees, licences and reimbursable work. The revenue from chargeable supplies and government uses during the year has increased slightly from \$2,626 million to \$2,627 million. Total revenue, including contribution from rates and free allowance for the year amounted to \$6,455 million, an increase of 0.2 per cent over last year.

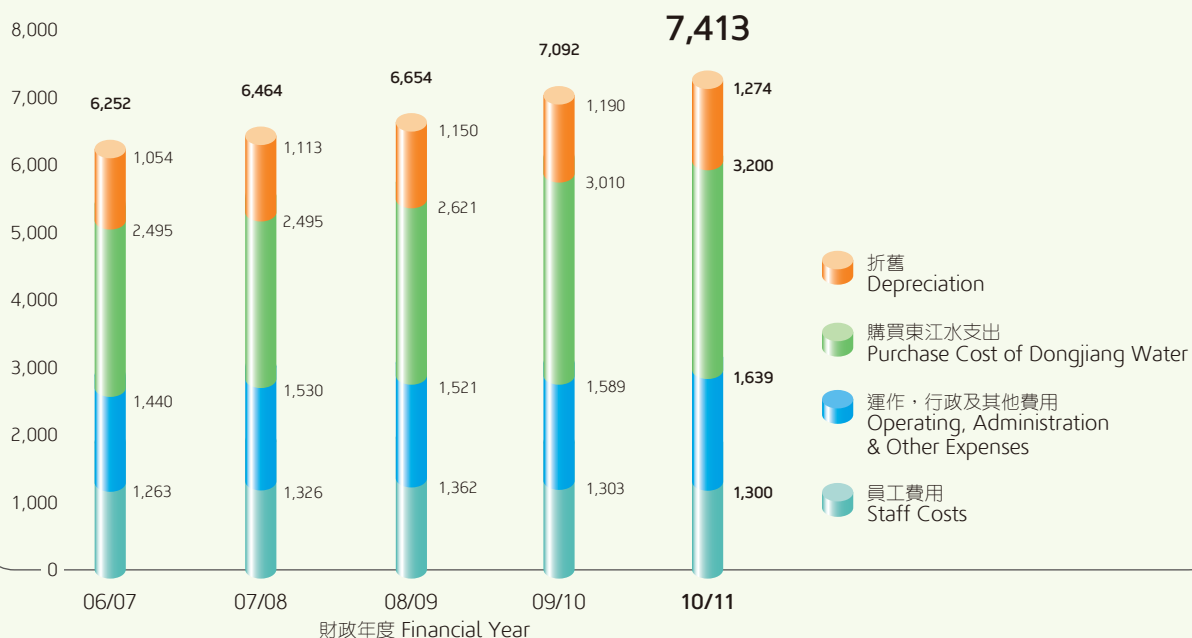
The total operating costs for the year, including \$3,200 million on the purchase of water from Guangdong, amounted to \$7,413 million, an increase of 4.5 per cent over last year, mainly due to the increase in purchase cost of Dongjiang water and depreciation charge.



客戶諮詢中心的職員為市民提供服務。
Staff in Customer Enquiry Centre servicing the public.

運作成本分析 Analysis of Operating Costs

百萬元 \$million



客戶統計 (截至二零一一年三月三十一日) Accounts Statistics (as at 31 March 2011)

住宅 Domestic	2 493 400
商業 Trade	235 500
政府 Government	12 200
沖廁用水 Flushing	28 900
其他 Miscellaneous	2 000
合計 Total	2 772 000

節約用水，從家開始。
Water conservation starts from home.