



抱負 Vision

在滿足客戶對優質供水服務的需求，務求有卓越之表現。

To excel in satisfying customers' needs for the provision of quality water services.

信念 Values

以客為本
Customer satisfaction

確保質量
Reliability

重視環保
Environmental awareness

竭盡所能
Dedication

精益求精
Improvement

同心協力
Teamwork



使命 Mission

- 以最符合成本效益的方式為客戶提供可靠充足的優質食水及海水。
To provide a reliable and adequate supply of wholesome potable water and sea water to our customers in the most cost-effective way.
- 提供以客為本的服務。
To adopt a customer-oriented approach in our services.
- 維持及激勵一支能幹、高效率及完全投入的工作隊伍，以服務社群。
To maintain and motivate an effective, efficient and committed workforce to serve the community.
- 時刻關注對保護環境方面須負的責任。
To remain conscious of our responsibilities towards the environment.
- 善用資源和科技，力求不斷改善服務。
To make the best use of resources and technology in our striving for continuous improvement in services.



目錄 Contents

- | | | | |
|----|---|--|---------------------|
| 1 | 抱負、使命及信念 Vision, Mission & Values | | |
| 2 | 部門總覽 Corporate Profile | | |
| 4 | 水務署組織圖 WSD Organisation Chart | | |
| 6 | 大事紀要 Events in Brief | | |
| 8 | 署長的話 Director's Statement | | |
| 16 | 主要工作表現指標 Key Performance Indicators | | |
| | | | 全年回顧 Year in Review |
| 18 | 確保穩定供水 Securing Our Water Supplies | | |
| 32 | 有效供水 Delivering Water Efficiently | | |
| 44 | 財務及水費 Finance and Water Charges | | |
| 52 | 可持續運作 Operating in a Sustainable Manner | | |
| 62 | 鼓勵節約用水 Encouraging Conservation | | |
| 70 | 追求卓越服務 Focusing on Service | | |
| 80 | 附錄及附件 Appendices and Annexes | | |