

主要工作表現指標

Key Performance Indicators



財政年度 Financial Year
(百分比 Percentage)

指標 Indicators	09/10	10/11	11/12
食水水質 [100%符合「世界衛生組織」2008年所定飲用水水質準則#] Fresh Water Quality [100% compliant with WHO's "Guideline for Drinking-water Quality"(2008#)]	100	100	100
鹹水水質 [96%符合水務署所定的水質指標] Salt Water Quality [96% compliant with WSD Water Quality Objectives]	符合指標 complied with	符合指標 complied with	符合指標 complied with
食水供水水壓 (15至30米) Fresh Water Supply Pressure (15 – 30 metres)	100	100	100
鹹水供水水壓 (15米) Salt Water Supply Pressure (15 metres)	100	100	100

財政年度 Financial Year
(百分比 Percentage)

指標 Indicators	09/10	10/11	11/12
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints			
• 食水供應故障 (在半天內) Fresh Water Supply Fault (within half a day)	100	100	99.2
• 其他 (在一個工作天內) Others (within a working day)	100	100	99.8
因預算進行的工程而暫停供水時段的長度 (97%於八小時內^) Duration of Suspension of Water Supply for Planned Works (97% within 8 hours^)	符合指標 complied with	符合指標 complied with	符合指標 complied with
水錶準確程度® (偏差程度不超過 ± 3%) Accuracy of Water Meters® (inaccuracy not exceeding ± 3%)	94.2	95	95.3*
初步回覆市民的來信 (十個曆日) Interim Reply to Correspondence from the Public (10 Calendar Days)	98.5	98.4	98.2

二零零九/一零年度及二零一零/一一年度採納「世界衛生組織」2006年所定標準；二零一一/一二年度採納「世界衛生組織」2008年所定標準。

The 2006 version of WHO Guidelines was adopted in 2009/10 and 2010/11, while the 2008 version of WHO Guidelines was adopted in 2011/12.

^ 二零零九/一零年度的目標為95%於八小時內。

The target in 2009/10 was 95% within 8 hours.

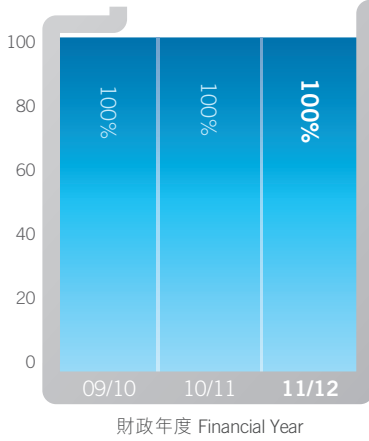
® 在驗錶時，如果水錶偏差程度不超過 ± 3%，水錶即視作運作正常。

Water meters are deemed to register correctly if their inaccuracy does not exceed ± 3%.

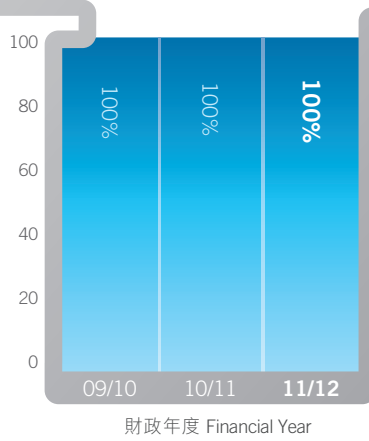
* 二零一二/一三年度的目標為95.7%。

The target for 2012/13 is 95.7%.

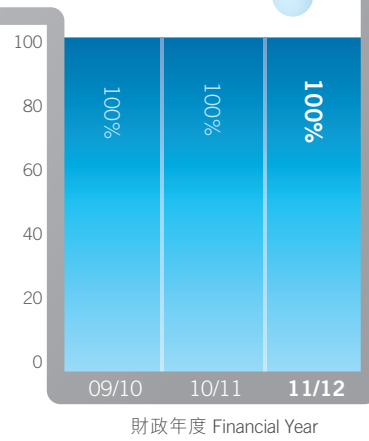
食水水質
FRESH WATER QUALITY



食水供水水壓
FRESH WATER SUPPLY PRESSURE

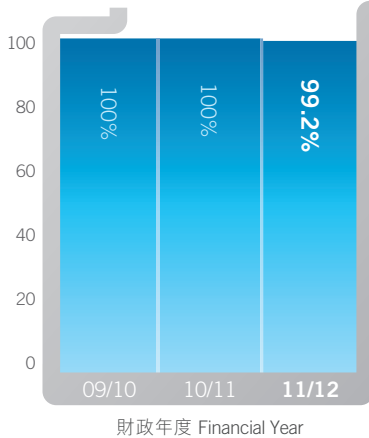


鹹水供水水壓
SALT WATER SUPPLY PRESSURE

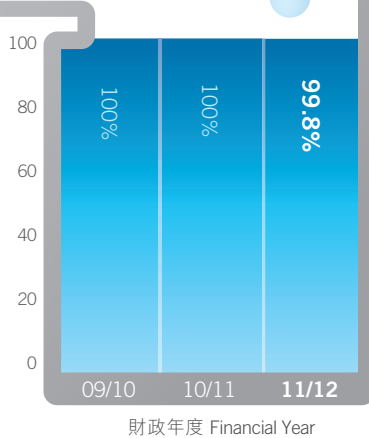


到場處理故障投訴的時間
RESPONSE TIME FOR ATTENDANCE TO FAULT COMPLAINTS

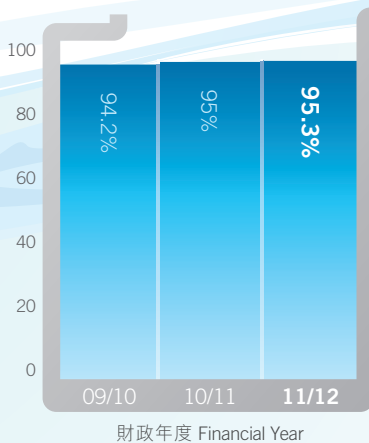
食水供應故障 (在半天內)
Fresh Water Supply Fault (within half a day)



其他 (在一個工作天內)
Others (within a working day)



水錶準確程度
ACCURACY OF WATER METERS



初步回覆市民的來信
INTERIM REPLY TO CORRESPONDENCE FROM THE PUBLIC

