

# 專注客戶服務

## Focusing on Customer Service



作為一個以客為本的政府機構，我們盡量向公眾提供不同的溝通渠道，確保用戶能迅速與我們聯絡，從而清楚得知各區水務工作的進展情況。

**As a customer-focused organisation, we at the Department make ourselves as accessible as possible to the public to ensure that our customers can reach us quickly and, in turn, are clearly informed of any water-related developments in their districts.**

### 保持溝通

#### 客戶電話諮詢中心服務意見調查

於二零一五年，本署委託私人顧問公司對客戶電話諮詢中心的服務進行意見調查，調查結果令我們深受鼓舞。84%受訪客戶對客戶電話諮詢中心的服務表示滿意，滿意程度較上一次於二零零八年進行的調查上升20%。總體而言，滿意程度指數亦由二零零八年的7.1攀升至最近一次調查的8.0。

### Staying in Touch

#### Opinion Survey on Customer Telephone Enquiry Centre (CTEC) Services

In 2015, the Department secured the services of a private consulting firm to carry out an opinion survey on CTEC and we were encouraged by the results. 84% of customers polled said they were satisfied with CTEC services. This was a 20% increase compared to the last survey done in 2008. The overall satisfaction index also rose from 7.1 in 2008 to 8.0 in the most recent survey.

## 智能手機流動應用程式

我們於二零一四年推出可供用戶查閱水務署的重要資訊（包括暫停供水通告及帳單資訊）的「水務署流動應用程式」服務，其後，我們透過向用戶提供二維碼，方便他們在便利店繳交水費而無需出示編印的水費單，藉此加強服務。



## Mobile App for Smartphones

After the launch of the “WSD Mobile App” service in 2014 for users to view important information from the WSD (including water suspension notices and billing information), the service has been further enhanced by providing a QR code to facilitate users to make payments at convenience stores without the need to present their paper water bills.

## 電子帳單服務

我們已精簡並提升電子帳單服務，包括在付款到期日前向電子帳單客戶發出提醒，使服務更方便快捷。用戶亦可在網上查閱最近兩年的用水量及付款記錄。截至二零一六年三月三十一日，58,200名用戶已選擇以電子方式接收水費帳單，比去年同期增加23,800名或69%。

## e-bill Service

Our e-bill service has been streamlined and enhanced to improve user friendliness and convenience, including sending a reminder to e-bill customers before the payment due date and allowing users to view their water consumption and payment records over the last two years online. As of 31<sup>st</sup> March 2016, 58,200 customers have opted to receive their water bills electronically, representing an increase of 23,800 or 69%, compared with the same time last year.

## 方便用戶繳費

本署乃提供電子帳單及繳費服務的參與商家之一，於二零一五年九月一日開始提供該服務，電子帳單及繳費服務是由香港金融管理局推出的一站式平台，用戶可透過網上銀行戶口接收電子帳單、管理及安排繳付水費。此外，我們計劃於二零一七年年中接受以電子支票的方式繳交水費單。

## Facilitating Bill Payments

We are one of the participating merchants that provides Electronic Bill Presentment and Payment (EBPP) services effective from 1<sup>st</sup> September 2015. EBPP is a one-stop platform launched by the Hong Kong Monetary Authority for users to receive, manage and schedule payments for electronic bills through internet banking accounts. We are also planning to accept e-cheques for payment of water bills in mid-2017.



## 水錶及讀數

本署積極更換已達指定使用年期的水錶。於二零一五至一六年度，我們分別更換了約229,000個小型和1,400個大型舊水錶。因此，於本財政年度年底仍在使用的中小型及大型舊水錶的比例分別只有4.2%和2.3%，正在使用而讀數準確度符合理想水平的水錶比例則由二零一四至一五年度的96.7% 上升至97.0%。

## Meters and Readings

The Department has been actively replacing water meters that have reached their designed service lives. During 2015/16 we replaced about 229,000 small and 1,400 large old meters respectively. As a result, there will only be 4.2% of old small meters and 2.3% of old large meters remaining in operation by the end of the financial year. As a consequence, the percentage of those meters now operating at their desired accuracy has risen to 97.0% from 96.7% for the period 2014/15.



## 讓用戶取得最新資訊

### 客戶聯絡小組

客戶聯絡小組於一九九三年七月成立，由水務署副署長擔任主席，並由三十名來自社區各界人士組成。客戶聯絡小組會議每四個月舉行一次。小組成員已就供水服務提出許多具建設性的意見及建議，成為水務署及客戶之間有效的溝通渠道。去年，小組成員曾參觀牛潭尾濾水廠，並聽取了關於「香港海水化淡」、「薄扶林及新界西北部沖廁用水由食水轉為海水」、「電子帳單及繳費服務簡介」、「食水含鉛」、「私人供水系統的維修保養」及「可持續供水的能源管理系統」的講解。

## Keeping Customers Informed

### The Customer Liaison Group

The Customer Liaison Group (CLG) was formed in July 1993 and is chaired by the Deputy Director of Water Supplies and comprises thirty members from different districts and sectors of the community. The CLG meetings are held once every four months. Many constructive views and suggestions concerning water supply services have been put forward by Group members and this has served as an effective communication channel between the Department and our customers. During the past year, members visited the Ngau Tam Mei Water Treatment Works. Presentations were also given to members on "Seawater Desalination in Hong Kong", "Conversion of Flushing Supply from Fresh Water to Salt Water in the Northwest New Territories and Pok Fu Lam", "An Introduction to Electronic Bill Presentment and Payment (EBPP) Service", "Lead in Drinking Water", "The Maintenance of Private Water Supply Systems" and "Energy Management Systems for Sustainable Water Supply".

## 家用水質

### 大廈優質供水認可計劃－食水(2.0版) (自二零一五年十二月二十七日起改名)

有關計劃鼓勵業主及樓宇管理公司妥善維修及保養大廈的供水系統。就個別公共租住房屋發現食水樣本含鉛超標，本署已檢討上述計劃中水質化驗的標準。在水資源及供水水質事務諮詢委員會<sup>1</sup>的支持和贊同下，本署已於二零一五年十二月二十七日推出計劃的優化部分，包括加入重金屬的測試和擴大抽取水樣本的範圍。此外，計劃名稱已改為「大廈優質供水認可計劃－食水 (2.0版)」。本署至今已向業主／樓宇管理公司頒發3,523張金、銀及藍證書，以表揚其盡力維修及保養內部食水供水系統。

[1] 水資源及供水水質事務諮詢委員會於二零一六年四月改稱為水務諮詢委員會。  
The Advisory Committee on Water Resources and Quality of Water Supplies was re-named Advisory Committee on Water Supplies (ACWS) in April 2016.

## Water Quality in the Home

### The Quality Water Supply Scheme for Buildings – Fresh Water (Plus) (re-named since 27 December 2015)

This scheme encourages building owners and property management agents to maintain their plumbing systems properly. In view of excessive lead content found in drinking water samples taken from some public housing estates, the Department has reviewed the protocols for water quality examination under the above scheme. With the endorsement of the Advisory Committee on Water Resources and Quality of Water Supplies, the Department launched the enhancement measures of the scheme on 27<sup>th</sup> December 2015, which include testing of four heavy metals and expanding the scope of water sampling. Moreover, the scheme has been re-named “Quality Water Supply Scheme for Buildings – Fresh Water (Plus)”. To date 3,523 Gold, Silver and Blue certificates have been awarded to building owners/property management companies in recognition of their dedication to maintaining the quality of their internal fresh water plumbing systems.



### 大廈優質供水認可計劃－沖廁水

該計劃鼓勵業主及樓宇管理公司妥善維修保養大廈的沖廁系統。本署至今已向業主及／或樓宇管理公司頒發1,390張藍證書，以表揚其內部沖廁系統得到妥善維修及保養。

### Quality Water Supply Scheme for Buildings – Flushing Water

This scheme encourages building owners and property management agents to maintain their flushing plumbing systems properly. So far the Department has awarded 1,390 Blue certificates to building owners and/or property management companies in recognition of their proper maintenance of internal flushing plumbing systems.

### 客戶數目 (截至二零一六年三月三十一日)

#### Number of Accounts (as at 31<sup>st</sup> March 2016)

