

附錄 Appendices

附錄一 Appendix I

全年食水耗用量及人均用水量*

Annual Fresh Water Consumption and Per Capita Consumption*

全年食水用水量

Annual Fresh Water Consumption

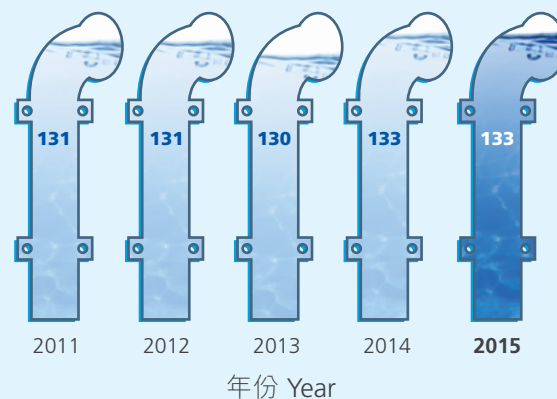
(百萬立方米 million cubic metres)



人均用水量

Per Capita Consumption

(立方米/ 每年 cubic metres per year)



附錄二 Appendix II

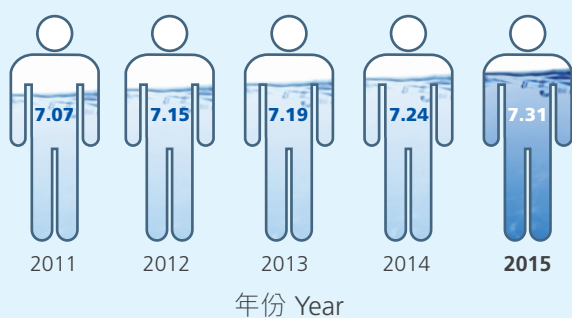
全港人口及獲食水供應人口*

Population in HK and Population Served with Fresh Water*

全港人口

Population in Hong Kong

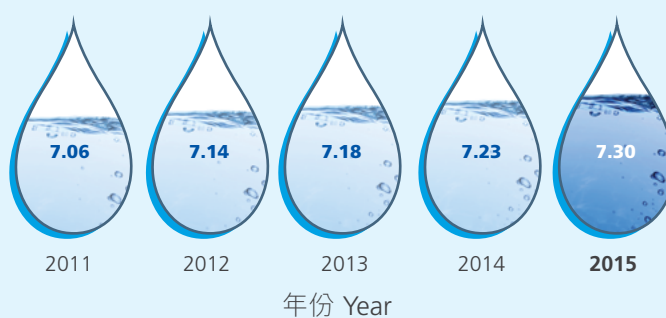
(百萬 million)



獲食水供應人口

Population Served with Fresh Water

(百萬 million)



附錄三 Appendix III

全年海水耗用量及獲海水供應人口*

Annual Sea Water Consumption and Population Served with Sea Water*

全年海水用水量

Annual Sea Water Consumption

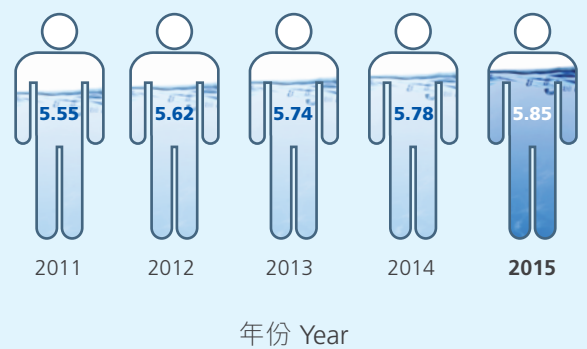
(百萬立方米 million cubic metres)



獲海水供應人口

Population Served with Sea Water

(百萬 million)



* 根據二零一一年人口普查統計結果得出的人口基準，二零零七年年中至二零一一年年中的人口數字已予以修訂，該修訂已採用計算先前人口數字時還未備妥的人口變動數字。從二零零七年起的人均耗水量及獲供水人口數字已相應作出修訂。

* Based on the population benchmark from the results of the 2011 Population Census, the population figures from mid-2007 to mid-2011 have been revised. The revision has incorporated more estimates of population changes that were not yet available at the time when the previous population figures were prepared. Consequently, the per capita consumption figures and population served from 2007 onwards have been revised.

附錄四 Appendix IV

客戶查詢及申請服務的統計數字

Statistics on Customer Enquires and Requests for Services

個案數目 Number of Requests	2011	2012	2013	2014	2015
書面查詢／申請 Letter	318,986	295,016	212,566	205,630	215,428
電話查詢／申請 Telephone	901,758	896,956	897,424	850,050	833,284
親身查詢／申請 Counter	398,985	395,238	329,767	317,851	253,698
總數 Total	1,619,729	1,587,210	1,439,757	1,373,531	1,302,410

附錄五 Appendix V

客戶投訴的統計數字

Statistics on Customer Complaints

年份 Year	2011	2012	2013	2014	2015
與帳戶有關的投訴# Account-Related#	92	135	136	149	140
與帳戶無關的投訴 Non-Account-Related	7,169	6,546	6,537	7,390	7,787
總數 Total	7,261	6,681	6,673	7,539	7,927

由區議會、立法會及申訴專員轉介與帳戶有關的投訴。

Account-related complaints from District Councils, Legco and Ombudsman.

附錄六 Appendix VI

二零一五／一六年度繳費方式的統計數字

Appendix VI Statistics on Mode of Payment 2015/16

繳費方式 Mode of Payment	交易數目 No. of Cases	百分比 Percentage (%)
親身繳費 In person	3,695,600	50.2
郵寄 By post	87,600	1.2
自動轉帳 Autopay	858,400	11.6
繳費靈 Payment by Phone Service (PPS)	768,900	10.4
自動櫃員機 ATM	386,400	5.2
網上繳費 Internet	1,575,800	21.4
總數 Total	7,372,700	100