

主要工作表現指標

Key Performance Indicators

財政年度(百分比)
Financial Year (Percentage)

指標 Indicators	14/15	15/16	16/17
食水水質(供水接駁位置) 100%符合世界衛生組織在二零一一年制定的《飲用水水質準則》 [#] Fresh Water Quality (at connection points) 100% compliant with WHO's "Guidelines for Drinking-water Quality"(2011 [#])	達到指標 Target achieved	達到指標 Target achieved	達到指標 Target achieved
海水水質(供水接駁位置) 96%符合水務署所定的水質指標 Salt Water Quality (at connection points) 96% compliant with WSD Water Quality Objectives	達到指標 Target achieved	達到指標 Target achieved	達到指標 Target achieved
食水供水水壓(15至30米) ^λ Fresh Water Supply Pressure (15 – 30 metres) ^λ	100	100	100
海水供水水壓(15米) ^λ Salt Water Supply Pressure (15 metres) ^λ	100	100	100

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到場處理故障投訴所需的時間 Response Time for Attendance to Fault Complaints			
食水供應故障 ^λ (半天內) Fresh Water Supply Fault ^λ (within half a day)	100	100	100
其他(24小時內) Others (within 24 hours)	100	100	100
因預算進行的工程而暫停供水的時間長度(98%於八小時內) Duration of Suspension of Water Supply for Planned Works (98% within 8 hours)	達到指標 Target achieved	達到指標 Target achieved	達到指標 Target achieved
水錶準確程度 [@] (偏差程度不超過±3%) Accuracy of Water Meters [@] (inaccuracy not exceeding ± 3%)	96.7	97.0	97.3

[#] 已於二零一二年八月採用世界衛生組織在二零一一年制定的《飲用水水質準則》。
The World Health Organization (WHO) Guidelines for Drinking-water Quality (2011) were adopted in August 2012.

^λ 配水系統的最低剩餘水壓(系統的盡頭除外)。
Minimum residual pressure in the distribution systems except at their extremities.

^λ 包括食水供應中斷、食水受污染以及因內部食水管爆裂而可能導致水浸的情況。
Including cases of no fresh water supply; polluted fresh water supply; and internal fresh water pipe bursts likely to cause flooding.

[@] 在驗錶時，如水錶的偏差程度不超過 ±3%，水錶即視作運作正常。
Water meters are deemed to register correctly if their inaccuracy does not exceed ± 3%.

