

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 WSD 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

Staying in Touch

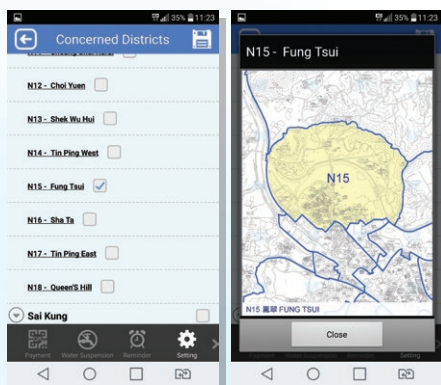
智能手機流動應用程式

Mobile App for Smartphones

我們推出的「水務署流動應用程式」服務可供用戶查閱水務署的重要資訊，以及憑二維碼在便利店繳交水費而無需出示水費賬單。應用程式中的關注地區已由18區進一步劃分為431個分區，以協助用戶接收相關分區的停水資訊。用戶也可以透過應用程式獲取喉管及裝置的產品資訊，以及在網上提交用戶轉名的申請（適用於以個人名義申請住宅用水或沖廁用水的用戶）。

After the launch of the “WSD Mobile App” service for users to view important information from WSD, and to make payments at convenience stores by using the QR code provided without the need to present their paper water bills, the concerned districts in the mobile app have been subdivided from 18 districts into 431 subdistricts in order to help users to receive

water suspension notices of the relevant sub-district. Users can also obtain Water Supply Pipes and Fittings Product information and submit online applications for change of consumership (for domestic or flushing supplies in a personal capacity).



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，使服務更方便易用。用戶亦可在網上查閱最近兩年的用水量及付款記錄。截至二零一七年三月三十一日，66,400名用戶已選擇以電子方式接收水費帳單，比去年同期增加8,200名或14%。



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 31st March 2017, 66,400 customers have opted to receive their water bills electronically, representing an increase of 8,200 or 14%, compared with the same period 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，該服務於二零一五年九月一日起生效。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。我們亦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 provide Electronic Bill Presentment and Payment (EBPP) service effective from 1st 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 will also accept e-cheques for payment of water bills starting in mid-2017.

水錶及讀數

本署一向積極更換已達指定使用年期的水錶。於二零一六至一七年度，我們分別更換了約207,000個小型和6,500個大型舊水錶。因此，於本財政年度結束時，已超過指定使用年期但仍在運作的小型及大型舊水錶的比例分別只有3.3%和1.9%。基於此，在二零一六至一七年度，正在使用而讀數準確度符合理想水平的水錶比例已由97.0%上升至97.3%。

Meters and Readings

The Department has been actively replacing water meters that have reached their designed service lives. During 2016/17, we replaced about 207,000 small and 6,500 large aged meters respectively. As a result, there will only be 3.3% of small meters and 1.9% of large meters with ages that exceed their designed service lives 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 97.3% from 97.0% for the 2016/17 period.

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，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。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。在過去一年，小組成員曾參觀馬鞍山濾水廠，並聽取了關於「水務署流動應用程式」－新增繳費功能（包括登記電子服務帳戶）、「大廈優質供水認可計劃－食水（2.0版）」、「香港的食水處理」、「向水務監督申請建造、安裝、更改及移動內部供水系統」、「樓宇內天花滲漏的處理」及「強制使用已註冊『用水效益標籤計劃』的指定產品」的講解。

Keeping Customers Informed

The Customer Liaison Group

The Customer Liaison Group (CLG) was formed in July 1993 and comprises 30 members from different sectors of the community. 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 Ma On Shan Water Treatment Works. Presentations were also given to members on “New payment function in WSD Mobile Apps (including registration of Electronic Services Account)”, “Quality Water Supply Scheme for Buildings – Fresh Water (Plus)”, “Water Treatment in HK”, “Seeking permission from the Water Authority for the Construction, Installation, Alteration and Removal of Inside Service”, “Handling of Ceiling Seepage in Buildings” and “Mandatory Use of Designated Products registered under Water Efficiency Labelling Scheme (WELS)”.



家用水質

大廈優質供水認可計劃－食水(2.0版)

計劃自二零零二年推出，鼓勵業主及樓宇管理公司妥善保養其大廈的內部食水水管系統。計劃名稱已改為「大廈優質供水認可計劃－食水(2.0版)」。截至二零一七年三月三十一日，本署就這計劃已向業主及／或樓宇管理公司頒發1,665張金、銀及藍證書，以表揚他們在保養內部食水水管系統所作的努力。

大廈優質供水認可計劃－沖廁水

計劃於二零一三年推出，鼓勵業主及樓宇管理公司妥善保養其大廈的內部沖廁水水管系統。截至二零一七年三月三十一日，本署就這計劃已向業主及／或樓宇管理公司頒發1,290張銀和藍證書，以表揚他們在保養內部沖廁水水管系統所作的努力。

Water Quality in the Home

Quality Water Supply Scheme for Buildings – Fresh Water (Plus)

The scheme has been launched since 2002 to encourage building owners and property management agents to maintain the internal fresh water plumbing systems of their buildings properly. The scheme has been re-named “Quality Water Supply Scheme for Buildings – Fresh Water (Plus)”. As on 31 March 2017, the WSD has awarded 1,665 Gold, Silver and Blue certificates under this scheme to building owners and/or property management agents in recognition of their efforts to maintain the internal fresh water plumbing systems.

Quality Water Supply Scheme for Buildings – Flushing Water

The scheme has been launched since 2013 to encourage building owners and property management agents to maintain the internal flushing water plumbing systems of their buildings properly. As on 31 March 2017, the WSD has awarded 1,290 Silver and Blue certificates to building owners and/or property management companies in recognition of their efforts to maintain the internal flushing water plumbing systems.



客戶數目 (截至二零一七年三月三十一日)

Number of Accounts (as at 31st March 2017)

