

附錄 Appendices

附錄一 Appendix I

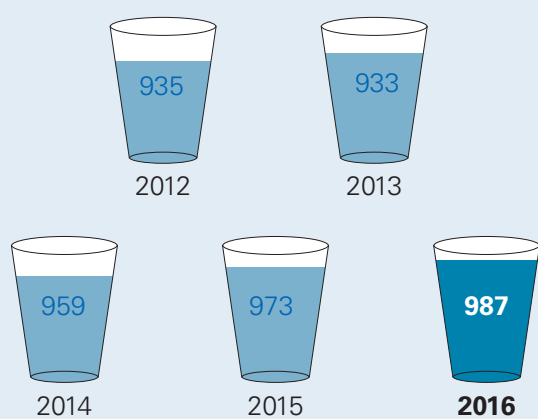
全年食水耗用量及人均用水量*

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)

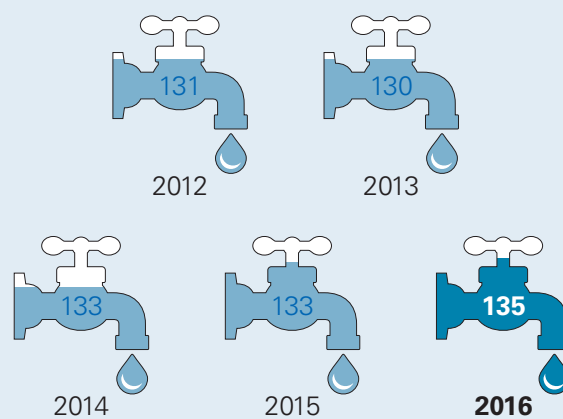


年份 Year

人均用水量

Per Capita Consumption

(立方米／每年 cubic metres per year)



年份 Year

附錄二 Appendix II

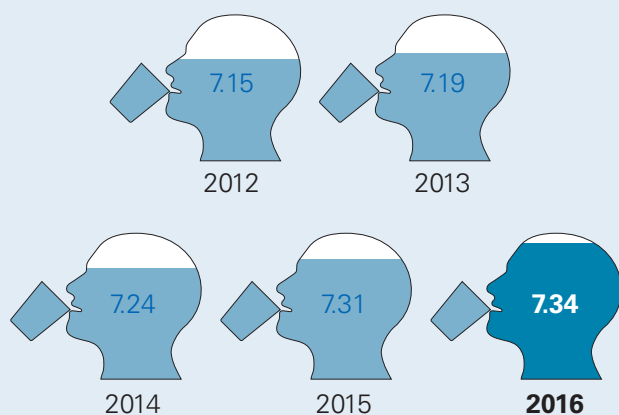
全港人口及獲食水供應人口

Population in Hong Kong and Population Served with Fresh Water

全港人口*

Population in Hong Kong*

(百萬 million)

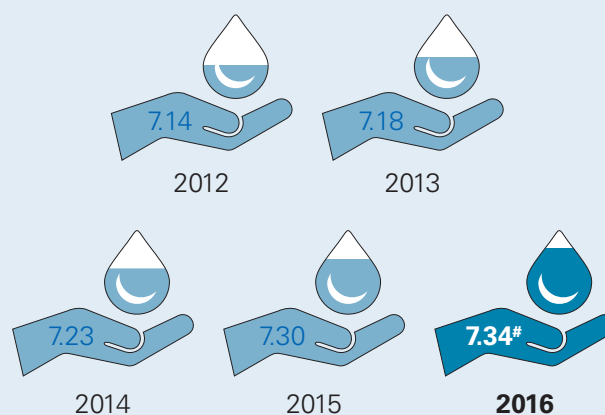


年份 Year

獲食水供應人口

Population Served with Fresh Water

(百萬 million)



年份 Year

* 根據政府統計處公布的年中人口數字計算而得。

* Based on the mid-year population figures released by the Census and Statistics Department.

全港超過99.9%人口獲食水供應。

Over 99.9% of the population in Hong Kong is served with fresh water.

附錄三 Appendix III

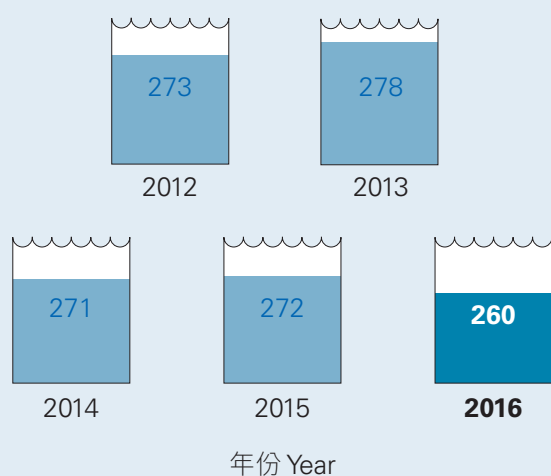
全年海水耗用量及獲海水供應人口

Annual Sea Water Consumption and Population Served with Sea Water

全年海水用水量

Annual Sea Water Consumption

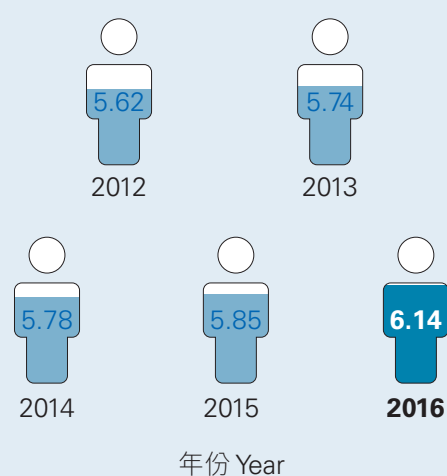
(百萬立方米 million cubic metres)



獲海水供應人口

Population Served with Sea Water

(百萬 million)



附錄四 Appendix IV

客戶查詢及申請服務的統計數字

Statistics on Customer Enquiries and Requests for Services

個案數目 Number of Requests	年份 Year				
	2012	2013	2014	2015	2016
書面查詢／申請 Letter	295,016	212,566	205,630	215,428	225,097
電話查詢／申請 Telephone	896,956	897,424	850,050	833,284	842,414
親身查詢／申請 Counter	395,238	329,767	317,851	253,698	290,368
總數 Total	1,587,210	1,439,757	1,373,531	1,302,410	1,357,879

附錄五 Appendix V

客戶投訴的統計數字

Statistics on Customer Complaints

投訴數目 Number of Complaints	年份 Year				
	2012	2013	2014	2015	2016
與帳戶有關的投訴# Account-Related#	135	136	149	140	142
與帳戶無關的投訴 Non-Account-Related	6,546	6,537	7,390	7,787	7,767
總數 Total	6,681	6,673	7,539	7,927	7,909

由區議會、立法會及申訴專員轉介的與帳戶有關的投訴。

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

附錄六 Appendix VI

二零一六／一七年度繳費方式的統計數字

Statistics on Mode of Payment 2016/17

繳費方式 Mode of Payment	交易數目 No. of Cases	百分比 Percentage (%)
親身繳費 In person	3,845,500	50.3
郵寄 By post	84,200	1.1
自動轉帳 Autopay	882,800	11.6
繳費靈 Payment by Phone Service (PPS)	769,000	10.1
自動櫃員機 ATM	379,700	5.0
網上繳費 Internet	1,677,700	21.9
總數 Total	7,638,900	100