

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，確保客戶能迅速與我們聯絡，從而清楚得知他們區內有關供水的事務。

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 issues in their districts.

保持溝通

智能手機流動應用程式

「水務署流動應用程式」可供客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，為協助客戶接收相關分區的停水資訊，應用程式中的關注地區已由以往18區進一步劃分為431個分區。客戶也可以透過應用程式獲取具水務署一般認可的喉管及裝置的產品資訊。



Staying in Touch

Mobile App for Smartphones

The “WSD Mobile App” service enables customers 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. To help customers to receive water suspension notices of the relevant sub-district, the districts in the mobile app have been subdivided from the previous 18 districts into 431 subdistricts. Customers can also obtain product information of water supply pipes and fittings with general acceptance of WSD from the mobile app.

電子帳單服務

我們已精簡並提升電子帳單服務，使服務更方便易用，包括在付款到期日前向電子帳單客戶發出提醒。客戶亦可在網上查閱最近兩年的用水量及付款記錄。截至二〇一八年三月三十一日，77,100名客戶已選擇以電子方式接收水費帳單，比去年同期增加10,700名或16%。

方便客戶繳費

本署乃提供「電子帳單及繳費服務」的參與機構之一，該服務於二〇一五年九月一日起生效。「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，客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。我們亦於二〇一七年六月起接受以電子支票的方式繳交水費單。

水錶及讀數

本署一直推行更換水錶計劃，以維持水錶的準確度。於二〇一七至一八年度，我們調整了更換水錶策略，以較為集中更換那些已超過設計用量的水錶，期間我們分別更換了約39,000個小型和5,600個大型用量過高的水錶。

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 2018, 77,100 customers have opted to receive their water bills electronically, representing an increase of 10,700 or 16%, compared with the same period last year.

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 also accept e-cheques for payment of water bills since June 2017.

Meters and Readings

The Department has been implementing a water meter replacement programme in order to maintain the meter accuracy. During 2017/18, we adjusted our water meter replacement strategy and focused more on those meters that have reached the designed throughput. In the period, we replaced about 39,000 small and 5,600 large meters with excessive throughput respectively.



讓客戶取得最新資訊

客戶聯絡小組

為收集不同層面客戶的建議，促進交流溝通，客戶聯絡小組於二〇一七年初進行改組。經改組後，住宅客戶委員來自全港十八區的居民組織；非住宅客戶委員則為各行業代表。改組後的小組於二〇一七年五月舉行首次會議，並每四個月舉行一次會議。委員任期則劃一為兩年。過去一年，小組成員曾參觀馬鞍山濾水廠及龍翔道機電工場的水錶測試實驗室，並聽取了關於「水務署簡介」、「東江水輸港概況」、「客戶帳務及水費」、「性質輕微的水管工程」、「香港的食水處理及水質監測」及「水務署流動應用程式」的講解。委員就供水服務提出各種意見及建議，成為水務署與客戶之間有效的溝通渠道。

大廈水質

大廈優質供水認可計劃－食水(管理系統)

水務署邀請專家顧問協助按照世界衛生組織的建議制定建築物水安全計劃的指引和範本，透過辨認內部供水系統潛在污染風險及制定相應的控制措施，保障建築物的食水水質。為向業主和物業管理人推廣採用建築物水安全計劃，水務署已把建築物水安全計劃與「大廈優質供水認可計劃－食水(2.0版)」結合成一項新計劃，名為「大廈優質供水認可計劃－食水(管理系統)」。

Keeping Customers Informed

The Customer Liaison Group

To facilitate exchange of ideas and solicit suggestions from customers of different spectrum, the Customer Liaison Group (CLG) has been revamped in early 2017. After the revamp, residential members are invited from the residents' organizations in 18 districts. Non-residential members are representatives from different industries. The first meeting of the revamped CLG was held in May 2017 and meetings of the CLG are held once every four months. Members are appointed for a fixed term of two years. During the past year, the members visited Ma On Shan Water Treatment Works and Meter Testing Laboratory at Lung Cheung Road Mechanical & Electrical Workshop. Presentations were also given to the members on "Overview of Water Supplies Department", "Dongjiang Water Supply", "Customer Account and Water Charges", "Plumbing Works of Minor Nature", "Water Treatment and Water Quality Monitoring in Hong Kong" and "WSD Mobile App". Various views and suggestions concerning water supply services have been put forward by the members and the CLG has served as an effective communication channel between the Department and our customers.

Water Quality in Buildings

Quality Water Supply Scheme for Buildings – Fresh Water (Management System)

WSD has invited expert consultants to assist in developing a set of guidelines and templates for the Water Safety Plan for Buildings (WSPB) in accordance with the recommendations of WHO. The guidelines and templates encompass the identification of potential contamination risks in internal plumbing systems and the formulation of corresponding control measures to safeguard the quality of drinking water in the buildings. To promote building owners' and property management agents' adoption of WSPB for their buildings, WSD has combined WSPB with "Quality Water Supply Scheme for Buildings – Fresh Water (Plus)" to form a new scheme, entitled "Quality Water Supply Scheme for Buildings – Fresh Water (Management System)" (QMS), which has been



並於二〇一七年十一月六日推出。截至二〇一八年三月三十一日，本署就該計劃已向業主及／或樓宇管理公司頒發81張證書，以表揚他們在保養內部食水供水系統所作的努力，以保障建築物的食水水質。

launched on 6 November 2017. As on 31 March 2018, WSD has awarded 81 certificates under this new scheme to building owners and/or property management agents in recognition of their efforts to maintain the internal fresh water plumbing systems to safeguard the quality of drinking water in their buildings.

大廈優質供水認可計劃－沖廁水

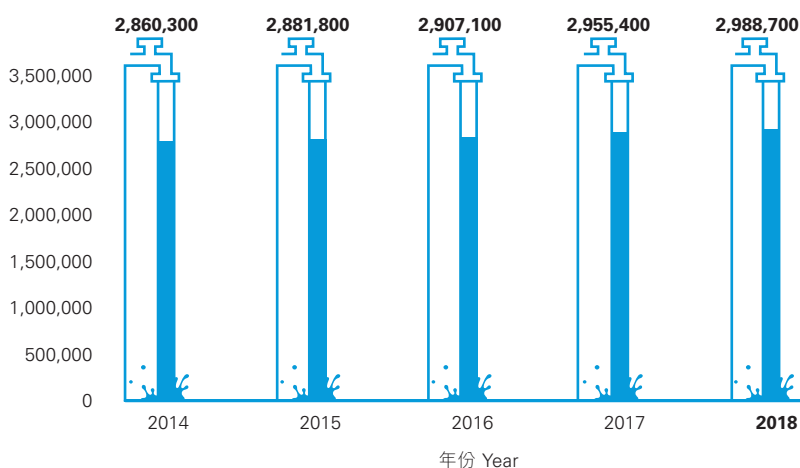
Quality Water Supply Scheme for Buildings – Flushing Water

計劃於二〇一三年推出，鼓勵業主及樓宇管理公司妥善保養其大廈的內部沖廁水供水系統。截至二〇一八年三月三十一日，本署就該計劃已向業主及／或物業管理人頒發1,591張金、銀和藍證書，以表揚他們在保養內部沖廁水供水系統所作的努力。

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 2018, WSD has awarded 1,591 Gold, Silver and Blue certificates to building owners and/or property management agents in recognition of their efforts to maintain the internal flushing water plumbing systems.

客戶數目(截至二〇一八年三月三十一日)

Number of Accounts (as at 31st March 2018)



客戶數目
Number of Accounts

2,988,700