

附錄 Appendices

附錄一 Appendix I

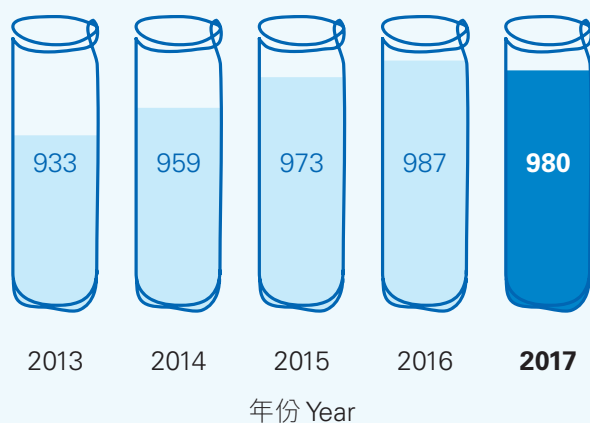
全年食水用量及人均用水量*

Annual Fresh Water Consumption and Per Capita Consumption*

全年食水用量

Annual fresh water consumption

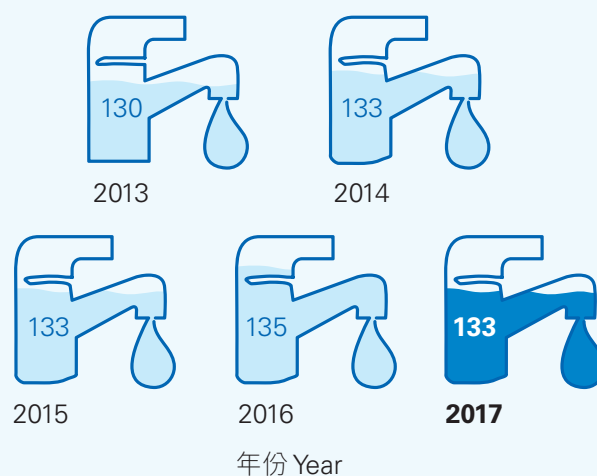
(百萬立方米 million cubic metres)



人均用水量

Per Capita Consumption

(立方米／每年 cubic metres per year)



附錄二 Appendix II

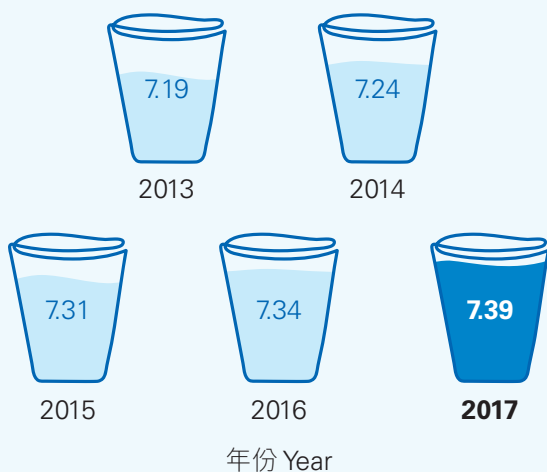
全港人口及獲食水供應人口

Population in Hong Kong and Population Served with Fresh Water

全港人口*

Population in Hong Kong*

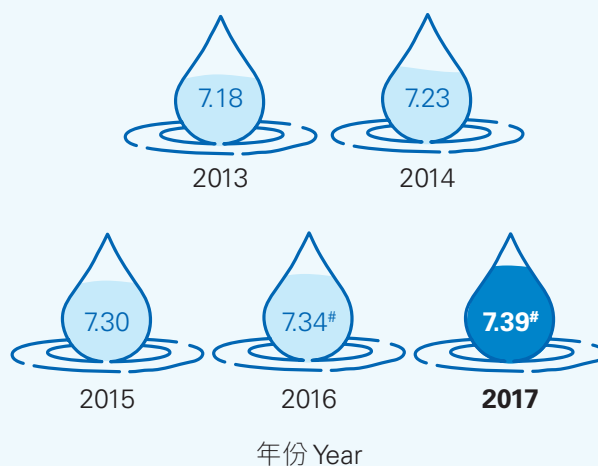
(百萬 million)



獲食水供應人口

Population served with fresh water

(百萬 million)



* 根據政府統計處公佈的年中人口數字。

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.

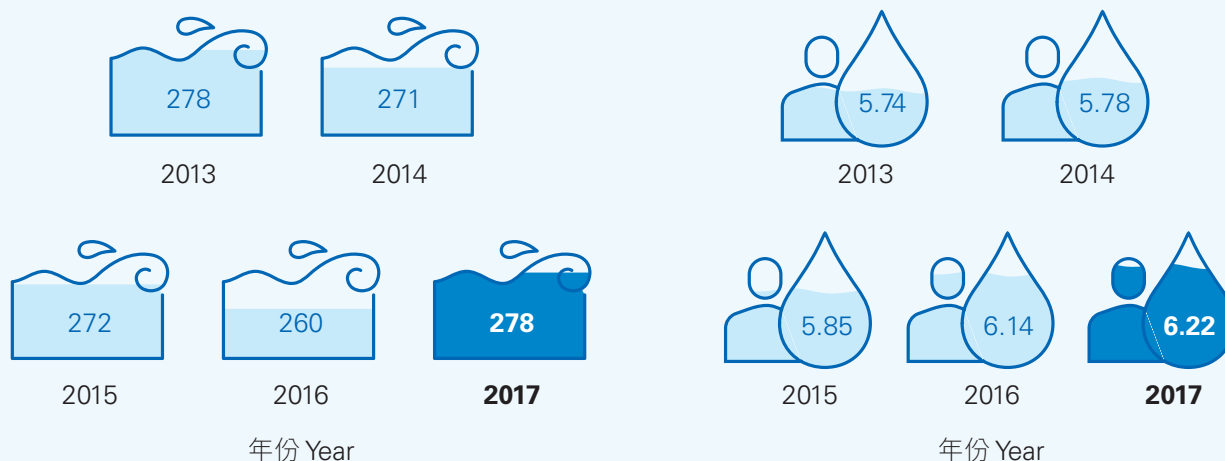
附錄三 Appendix III

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 Enquires and Requests for Services

個案數目 Number of Enquires and Requests	年份 Year				
	2013	2014	2015	2016	2017
書面 Letter	212,566	205,630	215,428	225,097	247,665
電話 Telephone	897,424	850,050	833,284	842,414	847,330
親身 Counter	329,767	317,851	253,698	290,368	335,271
總數 Total	1,439,757	1,373,531	1,302,410	1,357,879	1,430,266

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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				
	2013	2014	2015	2016	2017
與帳戶有關的投訴# Account-Related#	136	149	140	142	145
與帳戶無關的投訴 Non-Account-Related	6,537	7,390	7,787	7,767	7,498
總數 Total	6,673	7,539	7,927	7,909	7,643

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 The Ombudsman.

附錄六 Appendix VI

二〇一七／一八年度繳費方式的統計數字

Statistics on Mode of Payment 2017/18

繳費方式 Mode of Payment	交易數目 No. of Cases	百分比 Percentage (%)
親身繳費 In person	3,820,700	50.3
郵寄 By post	74,600	1.0
自動轉帳 Autopay	880,900	11.6
繳費靈 Payment by Phone Service (PPS)	720,900	9.5
自動櫃員機 ATM	360,700	4.8
網上繳費 Internet	1,730,800	22.8
總數 Total	7,588,600	100