

# 署長的話

## Director's Statement



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**Ir. WONG Chung-leung, JP**  
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“ 確保我們未來有可持續及具應變力的環境至關重要，  
此其中包括水資源。這不是單靠任何個人或機構就可以做到，但只要大家  
眾志成城，一起節約用水、關愛環境，就可以達成我們的目標。

**Ensuring a sustainable and resilient future for our environment,  
including the water resources, is critical. It's a responsibility  
that's bigger than any individual or organisation,  
but when we all work together to conserve water and pay attention to  
our environment, we can achieve our goal.** ”

水是萬物生命之源，與我們的日常生活密不可分，是我們賴以為生的必需資源。供水服務任重道遠，水務署感謝客戶對我們的信賴，我們將致力回饋客戶，滿足他們對優質供水服務的需求。我很高興能夠與一眾勤懇盡責的同事並肩同行，共同實踐抱負，貫徹六大信念：「以客為本」、「確保質量」、「重視環保」、「竭盡所能」、「精益求精」及「同心協力」。

### 以客為本

本署致力了解客戶的需要，令服務更臻完善。對客戶而言，水安全至為重要。因此，我們現正全面檢討《水務設施條例》和《水務設施規例》，藉以加強規管本港水喉物料及內部供水系統的設計、建造和保養。此外，在本財政年度，我們推行了一項先導計劃，透過成立一支專責隊伍和簡化流程，加快審批餐飲業界的供水申請。計劃取得顯著成效，並且得到業界正面的反饋。我們再接再厲成立了另一支的專責隊伍加快處理不涉及新水管接駁或大量水錶的簡單供水申請。

### 確保質量

水是我們日常生活中不可或缺的一環，所以確保供水穩定是我們核心的工作。氣候變化會對我們的水資源造成挑戰，本署多年以來一直推行「全面水資源管理策略」以管理有關風險。策略重點是「先節後增」，提倡節約用水，再輔以開拓新水資源。我們現正更新這策略，將用水需求及供應預測涵

Water is the lifeline for all living things. Not only is it a part of our everyday lives, it is essential to them. For this reason, providing water supply services is an important job that requires unwavering dedication. At Water Supplies Department (WSD), we are grateful for the trust that our customers have placed in us, and our vision is to repay that trust by excelling in satisfying their needs for the provision of quality water services. I am very pleased to work with our diligent team to fulfil this vision in a way that embraces our core values of **C**ustomer satisfaction, **R**eliability, **E**nvironmental awareness, **D**edication, **I**mprovement and **T**eamwork (**CREDIT**).

### Customer satisfaction

At WSD, we continuously strive to understand our customers' needs and enhance our services to them. Because water safety is a priority for our customers, WSD is conducting a holistic review of the Waterworks Ordinance and Waterworks Regulations, which will strengthen and improve regulatory control over plumbing materials and the design, construction and maintenance of Hong Kong's internal plumbing systems. In addition, in this financial year, we launched a pilot programme that involved a dedicated team and streamlined procedures to accelerate the processing and approval of water supply applications for the catering industry. Building on this programme's success and positive feedback from the trade, we have now set up another dedicated team to expedite the handling of simple water supply applications which do not involve new connections or large numbers of water meters.

### Reliability

Because water plays such a pivotal role in our everyday lives, ensuring the reliability of its supply is always our core focus. Our water resources can be challenged by climate change. For years, WSD has managed this risk under its Total Water Management (TWM) Strategy which puts emphasis on containing growth of water demand by promotion of water conservation while developing new water resources. We are updating this strategy with a forecast for water demand and supply up to 2040. Work on demand and

蓋至二零四零年。策略的用水供求管理措施亦已全面展開，當中包括興建海水化淡及循環再用水設施，例如將軍澳海水化淡廠、石湖墟的再造水設施，以及安達臣道石礦場用地發展項目的中水重用系統。策略提出的另一項措施為建立「智管網」，有關工程亦已如火如荼地進行，為地底食水分配管網提供高效智能的監測系統，以有效地發現水管滲漏並進行快速維修，從而減少水資源的流失。與此同時，我們亦展開了「水管資產管理策略」，透過以風險為本的管理方式令供水管網的表現更穩定可靠。

## 重視環保

確保我們未來有可持續及具應變力的環境至關重要，此其中包括水資源。這不是單靠任何個人或機構就可以做到，但只要大家眾志成城，一起節約用水、關愛環境，就可以達成我們的目標。本署一直致力探索嶄新環保方案，例如在水塘及濾水廠分別加裝浮動太陽能板發電系統及水力發電系統等，生產再生能源供我們的設施使用。我們亦積極推展中水供應作沖廁及其他非飲用用途。為此，我們已計劃在二零二零年於安達臣道石礦場用地發展項目中興建一套中水重用系統。另外，為宣揚珍惜用水，鼓勵大家身體力行，我們亦推出了多項公眾宣傳活動，包括惜水學堂及齊來慳水十公升運動等。隨著我們新的水資源教育中心於二零一九年底開幕，學生和公眾可以接收節約用水的資訊，並了解如何為可持續發展的未來出一分力。

## 竭盡所能

本署上下各同事的傑出表現，一直令我引以為傲，其中他們為守護本港的供水所展現的堅毅與熱誠，更令我深感自豪。二零一八年九月，超強颱風「山竹」襲港，偏遠和離島地區的供水設施遭受破壞，長洲、塔門、鴨洲及吉澳的供水受到影響。我們的團隊迎難而上，在狂風暴雨、樹塌路堵的情況下，在這些偏遠地區不論進行視察或運送緊急維修器材都困難重重，但我們的同事仍然緊守崗位，不惜攀山涉水，為求盡快檢查和搶修供水系統。同時，另一批同事積極安排臨時供水，以解居民燃眉之急。全賴各同事克盡己責、竭誠努力，我們順利扭轉逆境，化解天災所引起的斷水危機。

supply management initiatives under the TWM Strategy is also fully underway including the development of the desalination and water recycling facilities, namely the desalination plant at Tseung Kwan O, the water reclamation facilities at Shek Wu Hui and the grey water recycling system at the Anderson Road Quarry Site Development. Another TWM initiative, the establishment of the Water Intelligent Network (WIN), is also in full swing. WIN will give us a smart and effective way to monitor underground pipelines of our fresh water distribution network, so that we can identify leaks in the pipelines efficiently and repair them quickly to minimise water loss. We are also implementing our Water Main Asset Management Strategy to enhance the reliability of our water supply network through risk-based management approach.

## Environmental awareness

Ensuring a sustainable and resilient future for our environment, including the water resources, is critical. It's a responsibility that's bigger than any individual or organisation, but when we all work together to conserve water and pay attention to our environment, we can achieve our goal. At WSD, we devote a lot of resources to finding new ways to reduce our impact on the environment, including harvesting renewable energy for use in our installations by installing floating photovoltaic panels and hydropower systems at our impounding reservoirs and water treatment works respectively. We are also pursuing the supply of treated grey water for flushing and other non-potable uses, and in 2020 we will commence construction of a grey water recycling system at the Anderson Road Quarry Site Development. To raise public awareness and action about water conservation, we have also reached out through multiple campaigns, including our Cherish Water Campus and Let's Save 10 Litres Water Campaign. In late 2019, our new Water Resources Education Centre will open, which will provide students and the general public with information about water conservation and the important role that each and every one of us can play in preserving our sustainable future.

## Dedication

Of the many reasons I am proud of WSD's great team, one of the biggest is the dedication with which they safeguard Hong Kong's water supplies. When Super-typhoon Mangkhut hit Hong Kong in September 2018, it damaged our facilities and disrupted water supplies in many rural areas and outlying islands, including Cheung Chau, Tap Mun, Ap Chau and Kat O. Our team rose admirably to meet the challenge. The typhoon and storm conditions made inspections, delivery of equipment for making urgent repairs in these remote areas extremely difficult because many roads were blocked by fallen trees. Our staff braved the challenging conditions and hiked through mountainous trails to look for the damages and make emergency repairs at the earliest possible, while other team members made arrangements for temporary water supply to meet the emergency need of the residents. The hard work and dedication of WSD staff prevented the extreme weather impact from turning into a water crisis.

二零一八年七月水務署正式成為LUOW的成員。  
*In July 2018, WSD was admitted as a member of the Leading Utilities of the World.*

## 精益求精

為了履行我們提供更卓越客戶服務的使命，我們矢志創新、與時並進，務求令服務更盡善盡美。

二零一八年七月，本署成為Leading Utilities of the World (LUOW)的成員，LUOW是世界頂尖食水及污水公用事業的組織，目前有32個來自世界各地的成員。能夠成為LUOW的會員，是對本署在創新方面取得卓越成就的一項重要肯定。

二零一八年八月，我們的研究及發展督導委員會就本署的研發工作在我們的內聯網推出了全新數據儲存系統。此中央數據儲存系統提供了共享工作平台，便利不同分科和分部的工作。同事可以閱覽、下載和搜尋系統內的所有資料數據，包括來自世界各地的最佳實務方案、最新技術發展等16個水務主題的資訊。我們正推出知識管理平台，進一步促進交流。

## 同心協力

在我們各方面的工作，同心協力的團隊合作極其重要。本署致力建立友好開放的文化，提供不同溝通渠道，鼓勵同事發表意見和分享構思，並且全面促進創新發展。在二零一九年，我們推出新安排，透過舉行歡迎茶會，讓管理層和新同事互相認識。我很高興能有機會親身與大家進行交流，分享本署的使命與工作。回顧過去一年，我們工作上的每一項成就里程碑，都是各位同事努力不懈、無私奉獻的成果，能夠與一支這樣優秀投入的團隊並肩前行，我由衷感到驕傲。

展望來年，我們將會繼續上下一心，為香港的廣大市民服務，履行高效安全的優質供水承諾，開拓可持續發展的未來。



黃仲良工程師 太平紳士  
 水務署署長

## Improvement

Part of our mission to provide excellent customer service is tirelessly seeking new ways to advance and improve.

In July 2018, WSD has been admitted as a member of the Leading Utilities of the World (LUOW), which is a network of the world's top water and wastewater utilities. Currently, there are 32 LUOW members around the world. Having attained membership in LUOW is a testament to the WSD's outstanding achievements in innovation.

In August 2018, our Steering Committee on Research and Development (R&D) launched a new database on the R&D work in WSD in our Intranet homepage. This centralised database system provides a co-working platform to facilitate the work of our various Branches and Divisions. The new system is open to all colleagues to browse, download and explore materials about good practices, technological advances and other various matters in 16 subjects pertinent to water supplies in different parts of the world. We are furthering this task by developing the Knowledge Management Portal in the department.

## Teamwork

Teamwork is the heart of every aspect and practice of our organisation. WSD works hard to foster a pleasant and open culture with multiple communication channels to welcome opinions and ideas from our staff, inviting and encouraging innovation at all levels. We launched an initiative in 2019 to host welcome tea gatherings where our management could greet incoming employees. I have been delighted with the opportunity to meet everyone personally and share thoughts about our mission and work. All of our many achievements and triumphs in the past financial year have only been possible with the diligent support and contributions of our staff. I am proud to work with such a talented and dedicated team.

Let's all look forward together to another year of serving the people of Hong Kong, fulfilling our pledge to provide safe, efficient and effective water supplies for our sustainable future.

Ir. WONG Chung-leung JP  
 Director of Water Supplies

