



善用科技 服務用心

Leverage Technology

Serve with Heart

“ 水務署專注為客戶帶來
優質及親切友善的服務。

WSD

**is dedicated to providing
high-quality, and user-friendly
service to our customers. ”**



00:00

卓越服務

Service Excellence



客戶服務

Customer Service



服務高效盡心 回應客戶所需

**A Dedicated, Responsive,
and Customer-Oriented
Approach**

水務署致力為客戶帶來高效全面、重視溝通的服務。

WSD is dedicated to providing customers with effective, comprehensive and communicative services.

港九新界五個客戶諮詢中心及24小時客戶服務熱線，竭誠服務客戶。

There are five Customer Enquiry Centres in Hong Kong, Kowloon and New Territories, and a 24-hour customer service hotline to provide dedicated services to our customers.



客戶數目

Number of Accounts



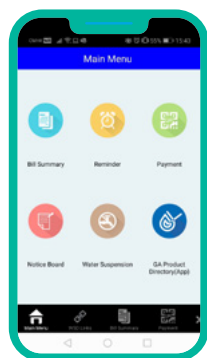
提升服務

轉數快

由二零一九年年底開始，客戶將可以使用「轉數快」來繳交水費。

水務署流動應用程式

於本財政年度，本署將流動應用程式升級，以提供更佳服務。此免費應用程式讓客戶查閱其帳戶的重要資訊、利用二維碼於便利店繳交水費、收取其分區的暫停供水通告，以及查看獲本署一般認可的水喉產品目錄。



SERVICE IMPROVEMENTS

Faster Payment System

By the end of 2019, customers will be able to pay water bills through the Faster Payment System (FPS).

WSD Mobile App

This financial year, WSD upgraded its Mobile App to provide better services. The free-of-charge App allows customers to view important information of their water accounts, use a QR code to make payments at convenience stores, receive water suspension notices relevant to their sub-district, and also retrieve information on the directory of plumbing products that have the general acceptance by WSD.

免費下載「水務署流動應用程式」
Download the WSD Mobile App
for free



iOS version



Android version

電子帳單服務

截至二零一九年三月三十一日，有超過90,000客戶選擇收取電子帳單。除了更為環保外，電子帳單亦提供多項增值服務，包括即時以電郵接收最新電子帳單、接收繳費提示電郵、查閱過去兩年的用水及付費記錄等。

e-Bill Service

As of 31st March 2019, over 90,000 customers have opted to receive electronic water bills. Apart from being more environmentally friendly, the e-Bill service also offers value-added services including receiving new bills by e-mail instantly, receiving e-mail payment reminders, viewing water consumption records and payment history for the last two years, etc.

91,600

客戶接收電子帳單

customers receiving e-Bill Service



19%

全年增長

annual growth

水錶

為保持水錶的準確度，舊水錶會被定期更換。於本財政年度，本署調整了更換策略，在參考水錶使用年期的同時，更注重更換已超過其設計轉數的水錶。

Meters

To maintain meter accuracy, aged water meters are replaced on a regular basis. In this financial year, WSD adjusted the replacement strategy to focus more on meters that have reached their designed throughput whilst taking into account their years of usage.

45,300

個小型水錶於二零一八
至一九年度被更換

small meters replaced in 2018/19



3,600

個大型水錶於二零一八
至一九年度被更換

large meters replaced in 2018/19



緊密客戶聯繫

供水服務意見調查2018

於二零一八年，本署委托一間獨立機構就本署的服務及客戶滿意度進行意見調查。調查結果正面，顯示客戶滿意度高，令人鼓舞。調查結果將有助我們檢視現時的供水服務，以及研究可進一步改善服務的地方。

CONNECTING CLOSELY TO CUSTOMERS

Opinion Survey on Water Supply Services 2018

In 2018, WSD commissioned an independent organisation to conduct an opinion survey on our services and levels of customer satisfaction. The results were positive and encouraging with a high rate of customer satisfaction, and will serve as a useful reference for us when reviewing current water supply services and identifying areas for further improvement.

滿意度評分
Satisfaction Rate



住宅客戶
Domestic Customers



商業客戶
Commercial Customers

96.6%

90.8%

89.8%

92.3%



90.9%

客戶評分為「頗滿意至極之滿意」
customers rated "quite to very satisfied"

客戶聯絡小組

客戶聯絡小組旨在收集客戶的建議，並促進客戶與本署的溝通交流。於今屆委員任期(二零一七年五月至二零一九年一月)的最後一年，客戶聯絡小組參觀水務署北角大樓，以了解緊急維修水管的工作。在本財政年度，客戶聯絡小組亦出席簡介會，聽取有關電子帳單、節約用水、處理水管爆裂及滲漏的程序、減少水管滲漏，以及大廈內部供水系統水質事故的預防和處理的資訊。在二零一九年一月的會議後，客戶聯絡小組正式完成今屆任期的工作，為感謝各委員的參與，小組主席代表本署頒發感謝狀予每位委員。

Customer Liaison Group

The Customer Liaison Group (CLG) solicits suggestions from customers and facilitates the exchange of ideas between customers and WSD. In the last year of their appointment term (May 2017 to January 2019), the CLG visited the WSD North Point Building to learn about the emergency repair of water mains. During this financial year, the CLG also attended presentations and was briefed on e-billing, water conservation, procedures for handling water main bursts or leaks, reducing leakages in private mains, and avoiding and handling of water quality incidents in internal plumbing system. The CLG finished their duties with a meeting in January 2019. To express gratitude for their participation, Chairman of the CLG presented certificates to the members on behalf of WSD.



點滴話你知 Do you know?

客戶聯絡小組於二零一七年初進行改組，委員任期為兩年，委員數目由30名增至35名。「住宅客戶委員」是來自全港18區居民組織的代表，而「非住宅客戶」委員則為各行業代表。客戶聯絡小組每四個月開會一次。

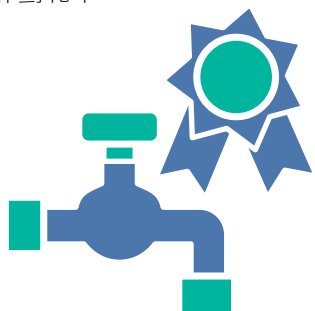
The organisation of CLG was revamped in early 2017. Members are appointed for a two-year term and the number of seats have been increased from 30 to 35. "Residential members" are representatives invited from the residents' organisations in 18 districts in Hong Kong, while "non-residential members" are representatives from various sectors. The CLG meets once every four months.

大廈水質

大廈優質供水認可計劃－食水

自二零一七年起，本署透過大廈優質供水認可計劃－食水(管理系統)向參與的業主及物業管理公司頒發證書，給予認可。這計劃發展自先前的大廈優質供水認可計劃－食水(2.0版)，加入了實施建築物水安全計劃的要求。計劃有效提升公眾對保障大廈內部供水系統食水水質的意識。

為協助制訂並實施建築物水安全計劃，本署已編製了適用於一般建築物、學校、安老院舍的建築物水安全計劃範本。目前，本署正與多間醫院合作，編製適用於醫院的建築物水安全計劃範本。



WATER QUALITY IN BUILDINGS

Quality Water Supply Scheme for Buildings - Fresh Water

Since 2017, WSD has issued certificates to recognise participating building owners and property management agents under the Quality Water Supply Scheme for Buildings - Fresh Water (Management System) (QMS). This scheme was developed from the previous Quality Water Supply Scheme for Buildings - Fresh Water (Plus) with incorporation of the requirement of implementation of the Water Safety Plan for Buildings (WSPB). The scheme has proven to be effective in enhancing the public awareness of safeguarding the quality of drinking water in the internal plumbing system in buildings.

To assist in formulating and implementing WSPB, WSD has developed WSPB templates suitable for general buildings, schools and residential care homes for the elderly respectively. WSD is currently working with several hospitals to develop a WSPB template for hospitals.

1,110

張證書頒發
certificates awarded

大廈優質供水認可計劃－沖廁水

由二零一三年起，本署頒發金、銀和藍證書給予業主及物業管理公司，以表揚他們在妥善保養其大廈的內部沖廁水供水系統的努力。



Quality Water Supply Scheme for Buildings - Flushing Water

WSD has awarded Gold, Silver and Blue certificates to building owners and property management agents since 2013 in recognition of their efforts to maintain the internal flushing water plumbing systems in their buildings.

1,612

張證書頒發
certificates awarded



員工發展

Staff Development



呈獻優質服務 培育出色員工

Outstanding Service, Outstanding Staff

水務署為致力提供高質供水服務，培育能力出眾的團隊。

WSD is dedicated to ensuring high-quality water supply services by developing staff with excellent capabilities

本署健兒參加2018建造業運動會暨慈善同樂日室內划艇比賽。

WSD participants in the indoor rowing competition in the Construction Industry Sports Day and Charity Fun Day 2018.



提升工作能力

跨部門培訓

於本財政年度，本署繼續參與工程師講座。該知識分享計劃每星期舉行一次講座，旨在讓本署與土木工程拓展署、路政署、渠務署及運輸署的工程師之間建立互相學習的文化。講者包括具備寶貴知識及專門經驗的專業人士。

ENHANCING COMPETENCIES

Inter-departmental Trainings

This financial year, WSD continued to participate in ENGINEER Talks, a weekly knowledge-sharing programme with a view to building up a culture of mutual learning with the other engineers in Civil Engineering and Development Department, Highways Department, Drainage Services Department, Transport Department. The speakers include professionals with valuable knowledge and specialised experience.

濾水廠培訓小組

於二零一八至一九年度，培訓小組舉行了五場講座，讓員工能夠掌握最新的濾水廠設計、建造、濾水程序和運作等方面的知識。展望未來，我們將會邀請更多水務專家為本署人員分享先進的技術知識。

其他培訓工作

本署人員參加了多個技術及管理層面的培訓計劃，以提升他們的技能，特別是在食水處理、食水安全、測漏、供水管網管理和資訊科技方面。

Training Group on Water Treatment Works (WTW)

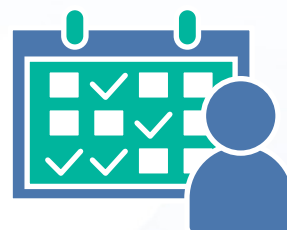
The training group held five seminars in 2018/19 to equip staff with the latest knowledge about design, construction, water treatment processes and operation of WTW. More water experts will share their advanced technical knowledge with WSD staff in future.

Other Comprehensive Trainings

WSD staff members participated in various technical and managerial training programmes to enhance their skills, particularly in the areas of water treatment, drinking water safety, leak detection, water supply network management and information technology.



▲ 本署同事在工程師講座分享在香港使用循環再用水的知識和經驗。
A WSD colleague shared his knowledge and experience on the use of recycled water in Hong Kong in an ENGINEER Talk.



8,483

個員工培訓工日

(二零一八至一九年度)

man-days of staff training
(in 2018/19)



培訓工日

Training Man-days



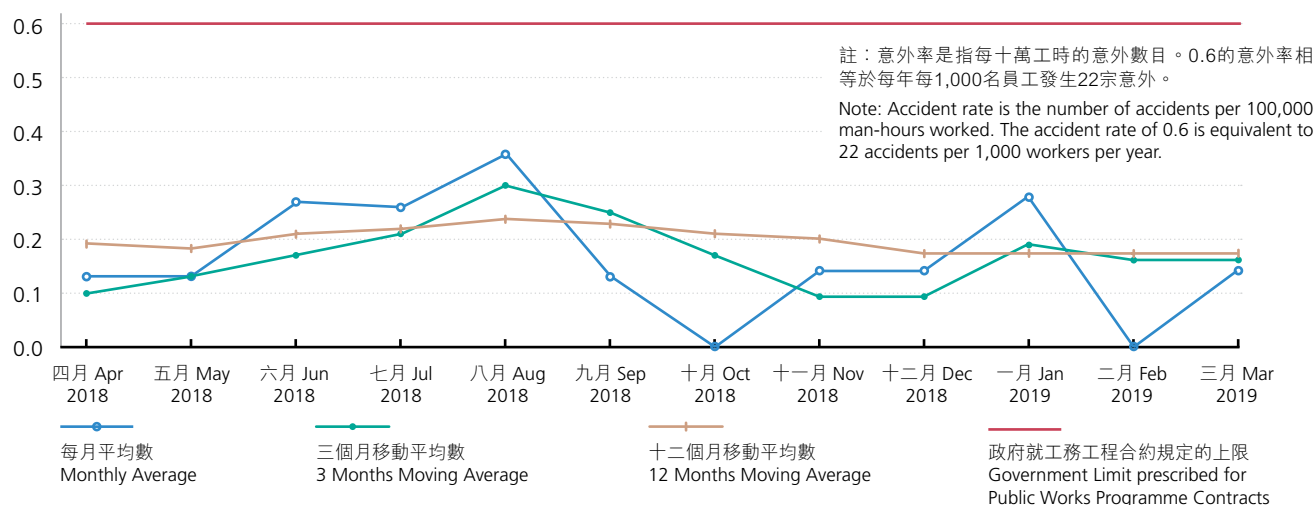
建立盡心盡力的團隊

職業安全

本署的水務工程合約持續保持低意外率，遠低於政府就工務工程合約規定的上限。

二零一八至一九年度水務工程合約意外率

Accident Rate in Waterworks Contracts 2018/19



溝通渠道

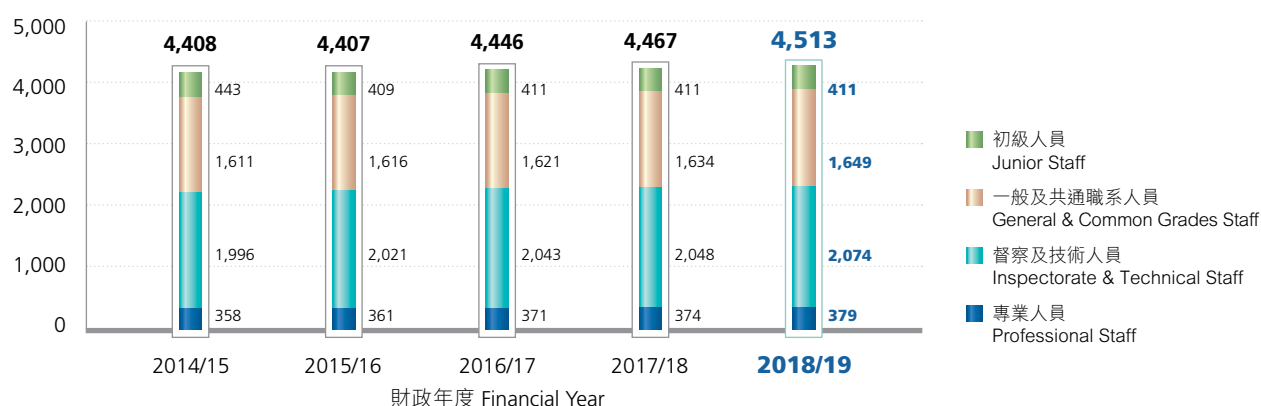
為與員工就共同關切的事項坦誠溝通，本署的部門協商委員會及轄下小組委員會提供了有用的平台。本署亦會與員工工會舉行特別諮詢會議及簡報會，而高級管理層人員亦定期到訪各辦事處、水務設施及工地，以激勵士氣、了解員工的需要和解答他們關切的事項。由本財政年度開始，本署並為舉行歡迎茶會讓高級管理層人員與新入職員工見面，建立友好的工作環境。

Channels of Communication

WSD's Departmental Consultative Committee and sub-committees provide a useful forum for open communication about issues of common concern with the staff. In addition, ad-hoc consultative meetings and briefings are held with staff unions. WSD senior management also regularly visits individual offices, installations and work sites to boost staff morale, understand the needs of the staff and address their concerns. Starting from this financial year, tea gatherings were held for the WSD senior management to meet the new recruits with a view to building a friendly work environment.

員工編制

Staff Establishment



員工獎項及嘉許

本署提名出色的員工角逐優質服務獎項，包括公務員事務局局長嘉許狀及申訴專員嘉許公職人員獎等。

於二零一八至一九年度，本署獲頒多個獎項，包括2018申訴專員嘉許公職人員獎，以及建造業議會可持續建築大獎(項目業主—公營)金獎。

Staff Recognition and Awards

WSD recommends outstanding staff to complete for service-wide awards, including The Secretary for the Civil Service's Commendation Award and The Ombudsman's Awards for Officers of Public Organisations, etc.

In 2018/19, WSD was recognised by multiple awards, including the Ombudsman's Awards 2018 for Officers of Public Organisations and the Construction Industry Council Sustainable Construction Award (Project Owner - Public Sector) Gold Award.



▲ 發展局局長黃偉綸於建造業議會可持續大獎頒獎典禮頒發(項目業主—公營)類別金獎予水務署署長。

Mr Michael WONG, Secretary for Development presented the Gold Award (Project Owner – Public Sector) to Director of Water Supplies in the CIC Sustainable Construction Award Presentation Ceremony.

齊心邁步向前

培養創新文化

本署推行多項激勵計劃，鼓勵員工出謀獻策，以改善服務和提升運作效率。此外，本署亦經常與學術機構合作，進行研究及發展項目。這些努力讓我們建立創新文化，員工提出創新建議，並作出試行及實踐。

UNITED FOR ADVANCEMENT

Nurturing a Culture of Innovation

WSD has introduced multiple motivation schemes that encourage staff to contribute ideas and opinions about improving services and enhancing operational efficiency. In addition, WSD frequently partners with academic institutions on research and development projects. The result of these efforts is a culture of innovation where new ideas are generated, tested and implemented.



點滴話你知 Do you know?

本署的研究及發展督導委員會於二零一六年成立，目的是透過與學術機構合作，將本署在供水技術方面的知識經驗與學界的領先研究相互結合，從而在供水服務上推行創新方案。

The WSD Steering Committee on Research and Development was established in 2016. Its mission is to encourage innovative solutions in water supplies by combining WSD's knowledge and experience on water-related technologies with academia's leading research work through collaborations with institutions.



▲ 二零一九年三月二十二日本署舉行了水務科研茶聚，與學者交流意見，成果豐碩。

A tea gathering on research and development with fruitful exchange of views with academia was held on 22nd March 2019.

建立團隊精神

以運動加強凝聚力

本署員工不時組隊參加外界的運動比賽，加強同事與其他政府部門和合作夥伴之間的聯繫。於二零一八至一九年度，本署員工在多項運動比賽中取得佳績，包括由發展局體育委員會舉辦的跨部門比賽、由建造業議會舉辦的建造業運動會2018及建造業開心跑2019、第41屆香港賽艇錦標賽、2019端午節龍舟競渡、2018樂施毅行者等。此外，本署定期為員工舉辦各式各樣的康體活動，推動所有員工健康生活的模式。

BUILDING TEAM SPIRIT

Bonding through Sports

WSD staff frequently compete in teams in various external sports competitions to strengthen the bonds between staff, Government counterparts and industry partners. Remarkable results were achieved at a number of sports events in 2018/19 such as the inter-departmental tournaments held by the Development Bureau Sports Committee, the Construction Industry Sports Day 2018 and Construction Industry 2019 Happy Run organised by the Construction Industry Council, the 41st Hong Kong Rowing Championships, the Hong Kong Dragon Boat Festival 2019, the Oxfam Trailwalker 2018 and many others. In addition, WSD regularly hosts a wide variety of sports and recreational activities to foster a healthy lifestyle among all staff members.

參與義務工作回饋社會

為表達對社會持續的承擔和關懷，本署的義工團隊參與各種慈善活動，包括籌款募捐、探訪老人院和協助傷健人士等。於本財政年度內，社會福利署的義工運動督導委員會向本署熱心的義工頒發了金、銀、銅嘉許狀。

Giving Back Through Volunteering

To affirm their ongoing commitment and concern to the community, WSD Volunteer Team participated in charity events, including fund-raising, visiting elderly homes, assisting the disabled, etc. This financial year, the Steering Committee on Promotion of Volunteer Service of Social Welfare Department has recognised dedicated staff volunteers of WSD with Gold, Silver and Bronze awards.



>115

個慈善活動(二零一八至一九年度)
charity events (in 2018/19)



24

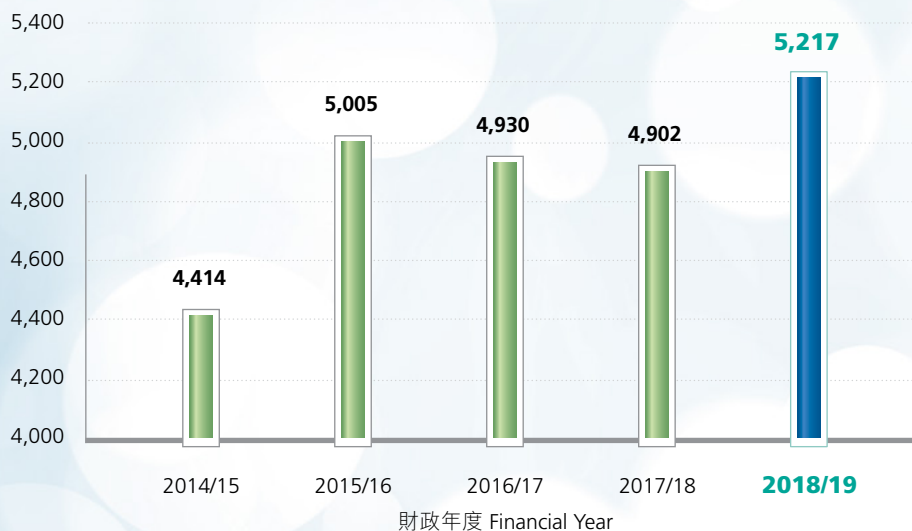
位員工獲頒嘉許狀(二零一八至一九年度)
staff awarded (in 2018/19)

5,217

個義工服務時數(二零一八至一九年度)
volunteer service man-hours (in 2018/19)

水務署義工服務時數

WSD Staff Volunteer Service Man-hours



卓越服務大事回顧

Service Excellence Event Highlights



將奉獻化作行動

Transforming Dedication into Action

水務署不斷探索新機遇，令可靠優質的供水服務得以進一步提升，並就緊急情況提供24小時支援。

WSD constantly seeks new opportunities to enhance reliable, quality water supply services, and provides round-the-clock support under emergency situations.

本署勇於面對困難，致力維持可靠的供水服務。

WSD is dedicated to braving all difficulties to maintain reliable water supply services.



提升處理供水申請效率

於本財政年度，本署推出了一項先導計劃，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。過往，由於同一團隊同時要處理其他較為複雜的供水申請，令餐飲業界的供水申請有時出現延誤，影響他們的營業。有見及此，本署特別成立專責處理餐飲業界供水申請的隊伍，並為員工提供所需培訓。此外，本署亦推行一系列相關措施以加快處理供水

ENHANCING EFFICIENCY IN PROCESSING WATER SUPPLY APPLICATIONS

This financial year, WSD launched a pilot scheme that involved a dedicated team and streamlined procedures to accelerate the process and approval of water supply applications for the catering industry. In the past, these applications might experience delays affecting the business of the catering industry because they were processed by the same team that also handled applications for other more complicated cases. In the light of the above, the pilot scheme created and trained a dedicated team to handle the water supply applications by the catering industry. It also featured a host of initiatives to accelerate



申請。本署並加強向持份者宣傳推廣有關計劃，同時監察專責隊伍是否能準時完成工作、其工作量和效率等。

由於先導計劃自推出後成效顯著，並得到業界正面的反饋，本署已成立了另一支類似的專責隊伍，並簡化處理其他較為簡單的供水申請的流程。

推出研究及發展的全新數據儲存系統

於二零一八年八月，本署研究及發展督導委員會就本署的研發工作在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一個共享工作平台，便利本署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。該系統內還有其他資訊，包括來自世界各地刊物、網站、研討會論文、報告及其他渠道整合的最佳實務方案、最新技術發展，以及其他16個水務主題的資訊。

推行知識管理

為促進知識交流，本署正推出一個知識管理平台。此平台有六個知識中心，讓員工分享工作心得和實用工具，而使用者可以輸入關鍵字搜尋所需要的檔案。此平台亦會從各類交流活動收集實用知識再作分享，例如退休資深人員的經驗之談、前線員工應對的挑戰等。

專門的緊急維修工作

本署勇於面對困難，致力維持可靠的供水服務。於二零一八年九月，香港受到本地有史以來最猛烈的超強颱風「山竹」吹襲。早在「山竹」登陸之前，本署已啟動兩個分區緊急協調中心，以快速協調應對緊急情況，同時安排員工和承建商候命以便迅速出動。

the process efficiency. In addition, WSD devoted effort to promoting the scheme to stakeholders and monitored timeliness, workload and efficiency of the dedicated team.

As the pilot scheme has been proven to be successful and effective and has received positive feedback from the trade, WSD has set up another dedicated team and similarly streamlined other types of simple water supply applications.

LAUNCHING A NEW DATABASE SYSTEM ON RESEARCH AND DEVELOPMENT

In August 2018, WSD's Steering Committee on Research and Development (R&D) launched a new database system 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 various Branches and Divisions in WSD. The new system is open to all colleagues to browse, download and explore all of the information within. Other information is also available in the system including good practices, technological advances and other various matters in 16 subjects pertinent to water supplies in different parts of the world, as compiled from journals, websites, conference papers and reports, and other channels.

IMPLEMENTATION OF KNOWLEDGE MANAGEMENT

In addition, WSD is implementing a Knowledge Management Portal for knowledge sharing. The Portal consists of six knowledge hubs which allow colleagues to share working tips and tools, while users can input keywords to search useful documents. The Portal will also be posted with tips generated from knowledge harvesting events such as experience sharing by retirees, challenges shared by frontline colleagues and, etc.

DEDICATED EMERGENCY MAINTENANCE AND REPAIR WORKS

WSD is dedicated to braving all difficulties to maintain reliable water supply services. In September 2018, Hong Kong was hit by Super-typhoon Mangkhut, the most intense storm in Hong Kong's history. Before it landed, WSD activated two regional emergency coordination centres, which coordinated speedy responses to emergency incidents, with staff and contractors on standby for quick deployment.

在「山竹」的吹襲下，多個水務設施均受到破壞或出現停電。早在暴風訊號降至八號訊號之前，本署人員已著手展開緊急維修，以搶修供水中斷的情況，例如長洲因為塌樹令水管爆裂而影響供水。在十號颱風訊號之下，本署透過操作閘門以關閉爆裂的供水管，將長洲供水中斷的範圍及時間減低。於塔門、吉澳、鴨洲等偏遠地區，由於塌樹令道路受阻，搶修工作被迫延遲。為確保該些地區的居民可繼續獲得食水，在維修工作完成之前，本署安排了臨時供水，例如出動水船和運送水缸、樽裝水等。全賴團隊齊心協力，全港各區的供水服務在颱風過後得以迅速恢復。

Multiple waterworks facilities were damaged or suffered power outages because of Mangkhut. Well before the alert dropped to Typhoon Warning Signal No. 8, WSD staff already started to make urgent repair to resolve water supply disruptions, such as a tree-damaged pipeline in Cheung Chau affecting the water supply. By operating the valves to isolate the damaged pipes under Typhoon Warning Signal No. 10, WSD minimised the extent and duration of the water supply disruption to the island. In remote areas such as Tap Mun, Kat O and Ap Chau, repair works were delayed due to fallen trees that blocked the access. To ensure that those residents had continued access to water, WSD made arrangements for temporary water supply such as deploying water vessels, delivery of water tanks and bottled water until the repair works were completed. Through a concerted team effort, water supply to all areas of Hong Kong quickly resumed to normal soon after the typhoon.

