水務署
WATER SUPPLIES DEPARTMENT

數智領航 水務未來

Towards a Digital Water Future

年報 | Annual Report 2024/25

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關於本報告
About this Report

本報告以「數智領航 • 水務未來」為主題，介紹水務署的水資源管理的宏觀策略和方針，以至我們在供水安全方面所提供的服務、措施及其成效。報告亦會展示我們在知識傳承、人才培育、引進新技術和智能創新各範疇所作出的努力及重視，並通過持續與各持份者通力合作和推展社區服務，實現可持續發展。

Entitled "Towards a Digital Water Future", this Report presents the Water Supplies Department (WSD) 's water management strategy and approach, its services, initiatives and performance on water supply safety. It also features how we foster knowledge, people development, the use of advanced technologies and smart innovations, as well as stakeholder partnerships and community services for achieving sustainable development.

報告範圍

報告的所有數據均為截至二零二五年三月三十一日所搜集的資料加以分析所得，而財務相關的數據皆取自截至二零二五年三月為止的財政年度。除非另外標明，本報告所用的「元」均指港元。

SCOPE

The data represents absolute figures as at 31 March 2025 to the best of our knowledge. Financial data is for the financial year ended March 2025. When dollars are quoted in this report, they are, unless otherwise stated, Hong Kong dollars.

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署長的話
Director's Message

水務署致力運用創新科技和數據分析優化水務管理，提升服務質素，同時教育市民養成節約用水的習慣。我們透過跨部門合作，力求將香港打造成一個具韌性及智慧用水的城市，確保水質安全可靠，惠及下一代。

The WSD is harnessing innovative technologies and data analytics to optimise water management, enhance service delivery and empower our customers to conserve water. Through cross-sector collaboration, we are building a resilient, water-smart Hong Kong, ensuring quality, efficiency and security for generations to come.

黃恩諾工程師*太平紳士*
水務署署長

Ir WONG Yan-lok, Roger, *JP*
Director of Water Supplies

近年來極端天氣情況越見頻繁，令我們的水質和供水穩定亦面臨著更嚴峻的考驗。與此同時，北部都會區在智慧技術及人工智能應用的推動下，創新科技相關產業蓬勃發展，促使資訊科技及其重點工業流程的用水需求亦持續上升。水資源對我們來說是不可或缺的，不僅支持著我們的日常生活、生物多樣性和社區發展，亦推動著製造業、商業、科學研究及高效能冷卻系統，促進技術革新。

因此，我們致力推展數碼創新並採取多管齊下的策略，確保未來水務的可持續發展。透過為供水系統升級轉型，我們期望能優化資源運用與營運效率，提升客戶服務質素和成本效益，同時強化面對氣候變化挑戰的韌性。

設立專責辦公室，推進水務數碼化

我們在供水系統及客戶服務數碼化上取得重大進展，這不僅提升了營運效率，促進先進數碼模型的應用，並為未來建構智慧水務基礎設施奠定堅實基礎。

我們在二零二四年六月成立專責數碼業務的「數字水務辦公室」，制定了一套全面的發展計劃推展智慧水務服務，運用實時物聯網監控、雲端運算、人工智能和數據分析等先進技術，為現有基礎設施正面對的恆常問題提供解決方案，包括管理水壓過高問題等。此外，水務署雲端數據中心的成立亦是本署的一項重大里程碑。這一客製化平台不僅保障資訊安全和私隱，並提供一個可靠且可擴展的電腦基礎設施進行預測性資產維護和用戶自訂的相關應用，顯著提升供水的穩定性與可靠性。

為了提升客戶體驗，上述辦公室整合了多項數碼化工具，包括提供個人化服務的一站式流動應用程式「水務易」、配備人工智能的聊天機器人用作全天候網上查詢，以及內含多國語言語音機器人的客戶服務查詢熱線。我們透過整合文字及語音平台，為市民提供全面支援，同時有效提升營運效率。

Extreme weather events increasingly threaten our water quality and supply. Concurrently, the thriving innovation and technology economy in the Northern Metropolis, fuelled by smart technologies and AI applications, drives rising water demand for computing and critical industrial processes. Water is indispensable - not only for sustaining daily life, biodiversity and community development, but also for powering manufacturing, commerce, research, and energy-efficient cooling solutions essential to technological advancement.

In response, we are embracing digital innovation through a multi-pronged strategy to build a sustainable water future. By transforming our water supply systems, we aim to enhance resource and operational efficiency, elevate customer service, optimise cost-effectiveness, and strengthen resilience against climate challenges.

FORGING DIGITALISATION WITH A DEDICATED OFFICE

We are making significant strides in digitalising our water supply systems and services. This work enhances operational efficiency, enables advanced digital modelling and lays the foundation for a future-proof smart water infrastructure.

The dedicated Digital Water Office, established in June 2024, has formulated a comprehensive development plan for implementation of smart water services. This plan leverages real-time Internet of Things (IoT) monitoring, cloud computing, AI and data analytics to address persistent infrastructural challenges, such as managing high water pressure. A key milestone was the establishment of the new WSD Cloud Data Centre, a bespoke platform that safeguards data security and privacy while providing a reliable, scalable infrastructure for predictive asset maintenance and customised applications, thereby improving water supply continuity.

To enhance customer experience, the Office has integrated a suite of digital tools. These include the all-in-one "eWater" mobile app for personalised services; an AI-powered chatbot for 24/7 website assistance; and a multilingual voicebot for our Customer Telephone Enquiry Hotline. By integrating text and voice systems, we ensure comprehensive support while optimising operational efficiency.

此外，我們推出了「垂直水管線路圖生成器」電子平台，進一步簡化供水申請程序。該服務平台能協助水喉匠自動生成符合水務署要求的垂直水管路線圖，並提供一站式服務，讓申請人經平台提交供水申請文件。這個平台不僅能加快開立企業的流程及確保申請符合規格，同時有效減低行政部門的工作量並優化部門的資源分配。

以智能水管監控有效控制用水流失

隨着「智管網」項目於二零二五年完成並為全港設立 2 400 個監測區域，我們下一步將以人工智能感應設備和分析技術進一步為網絡升級，全面提升網絡覆蓋範圍。全新的智慧動態水壓管理系統可整合即時數據，自動調節水流量與水壓至最佳水平，並實行全天候滲漏監控、即時預警與快速修復，有助減少水管滲漏與爆裂事故。此創新方案已於區域試點中取得良好成效，並將於二零二七年在全港推行，以進一步提升供水效益。

此外，我們亦正準備大規模應用管道檢測機械人，務求為重要策略輸水管道的狀況進行精準監控。經多年反覆測試與技術驗證，這項應用尖端科技的機器人檢測技術已臻成熟。為進一步加快創新的步伐，我們計劃在今年聯同本地大學及專家合作夥伴建立一個「管道機械人聯合實驗室」。實驗室將模擬香港複雜的地下管網環境進行研究和測試，為我們的策略性漏損管理和水管規劃提供基礎數據。

擴大次階水的應用範圍

除了解決食水流失問題，我們亦積極拓展次階水的應用，以保護珍貴的食水資源。隨著可行性研究取得正面成果，我們計劃採用先進的逆滲透技術，擴大循環再用水的應用範圍至區域冷卻系統，並計劃在新發展區優先推行。

石湖墟再造水廠和安達臣道石礦場發展用地的中水處理廠現已開始投產，標誌著擴大次階水應用的一項重大進展。這項措施不僅節省食水資源，亦能有效減少遠程抽水的能源消耗，降低營運成本和碳排放。透過拓展次階水的應用範圍，我們的長遠目標是將其使用率從現時的 25% 提升至 30%。

We have also streamlined the water supply application process with the "Vertical Plumbing Line Diagram (VPLD) Generator". This platform automatically generates compliant VPLDs for plumbers and serves as a one-stop portal for document submission, reducing administrative burdens, accelerating setup times for businesses, and improving compliance while optimising departmental resource allocation.

Combating Water Loss with Intelligent Solutions

Following the completion of the Water Intelligent Network (WIN) project in 2025, which established 2 400 district metering areas, we are now expanding and upgrading the network with AI-powered sensors and analytics for comprehensive territory-wide coverage. The new intelligent dynamic water pressure management system aggregates real-time data to modulate water flow and pressure to optimal levels, enabling round-the-clock leakage monitoring, rapid leak repair responses, and reduced pipe leaks and bursts. After successful district pilots, we plan a full rollout by 2027 to enhance distribution efficiency.

Furthermore, we are preparing for the large-scale deployment of in-line inspection robotics for precise health monitoring of our critical strategic water mains. This strategic move follows years of successful trials using robots with cutting-edge technologies. To accelerate innovation, we are setting up a Pipeline Robots Joint Laboratory later this year with a local university and expert partner. This lab will simulate Hong Kong's complex underground network scenarios for research and testing, informing our strategic water loss management and mains planning.

Scaling the Use of Lower Grade Water

Beyond tackling water loss, we are expanding the use of lower grade water to conserve precious freshwater resources. Following a successful feasibility study, we plan to employ advanced reverse osmosis technology to scale up recycled water use in district cooling system (DCS), prioritising new development areas.

The commissioning of the Shek Wu Hui Water Reclamation Plant and the Grey-water Treatment Plant in the Anderson Road Quarry development area marks significant progress. Expanding the use of lower grade water not only conserves fresh water, but also reduces costs and carbon emissions by minimising energy-intensive long-distance pumping. Our long-term goal is to increase lower grade water usage from 25% to 30% through widened applications.

帶領用戶成長共同珍惜水資源

建立可持續發展的用水未來有賴各界的共同努力。我們在各個界別採取針對性措施，向用戶及廣大社區灌輸惜水相關知識、提供工具、激勵並帶領他們共同成長，建立節約用水文化與良好用水習慣。

推展「慳水特攻隊」計劃促使行為改變

「慳水特攻隊」計劃由水務署與香港大學水資源技術中心共同推展，自二零二五年二月推出至今已取得顯著成效。這項以數據為本的用水審計計劃為期八週，為 1 000 名用水量高的用戶安裝高精度的智能水錶，提供度身訂做的節水建議報告，幫助他們了解自己的用水規律並及早發現異常情況。節水建議有助鼓勵用戶採取實質行動 - 首批參與計劃的住宅用戶中有超過 80% 成功減低用水量。由於計劃效果理想，我們將會擴大目標範圍至用水量中等的用戶。

配合現正推行的有線及無線智能水錶安裝計劃，讓用戶能實時監控實際用水量，我們預計這將能進一步擴大節約用水的成效。

訂立用訂立用水效益新基準，強化企業用水管理

ECH_2O -「商約」惜水運動自二零二二年推出以來，參與的工商機構已從 600 間增加至超過 1 000 間，成績令人鼓舞。在此基礎上，我們將為不同行業訂立全新的用水效率框架，方便企業計算用水量、訂立明確目標、並針對性地進行優化，推動節水技術的應用，促進企業合作發展以數據為本進行決策。

EMPOWERING CUSTOMERS IN WATER CONSERVATION

A sustainable water future requires collective effort. We are empowering customers and the wider community by engaging all sectors with a focused approach, equipping them with knowledge, tools and incentives to foster a culture of conservation and best practices.

Inspiring Behaviour Change with the Water-smart Taskforce Programme

The Water-smart Taskforce Programme, launched in February 2025 in collaboration with the University of Hong Kong's Centre for Water Technology, is a notable success. This 8-week, data-driven water audit programme equips 1 000 high-consumption customers with high-precision smart meters and tailored water-saving insights reports, enabling them to understand usage patterns and identify abnormalities. The results motivates action – over 80% of the first batch of domestic participants successfully slashed water consumption. Given this success, we aim to scale the programme to medium-consumption consumers.

Combined with our ongoing rollout of wired and wireless Advanced Metering Infrastructure (AMI) solutions for real-time consumption monitoring, we anticipate further progress in water conservation.

New Efficiency Benchmark to Drive Corporate Water Stewardship

Our Enterprise Cherish Water (ECH_2O) Campaign has seen participation grow from 600 to over 1 000 commercial and industrial organisations since its 2022 launch. Building on this momentum, we will introduce a new water-use efficiency framework for different sectors. This framework will enable organisations to measure and benchmark water usage, promote targeted improvements, drive adoption of water-saving technologies, and foster collaboration based on data-driven decisions.

透過全民參與東江水活動深化對水資源的認識

東江水一直以來是維繫香港繁榮與韌性的命脈。二零二五年正值東江水供港六十周年，為慶祝這項盛事，我們精心策劃了一系列教育活動吸引不同背景的參加者參與，包括互動展覽、主題學校活動、內地考察團、國際水務領袖高峰論壇及戶外體驗。這些活動不但將水資源教育帶進生活中，加深公眾對水資源價值的認知，並鼓勵不同領域跨界別合作，共同在節約用水、建設智慧基礎設施和創新方面盡一分力。

「好水好魚」計劃旨在宣傳及有效利用水塘出產的優質水塘魚，當中水塘的原水正源自東江水。繼活動舉行公開標誌設計比賽後，我們與魚類統營處合作，利用獲頒發認證養魚場的船灣淡水湖出產的高質魚生產優良食材。這項活動促進資源循環，並向社區傳遞珍惜食水和食水安全等訊息。

匯聚創新力量，共建水務新環境

面對瞬息萬變的水務環境和需求，我們致力提供卓越的客戶服務，抱著持續學習和創新的心態，並以執業者角度出發，藉此增強團隊的韌性，把握新機遇及應付未來的挑戰。

將知識管理轉型為數據為本的決策

多年來，我們一直著重知識管理，並致力為團隊建立積極學習和創新的文化。現時，我們已從傳統的經驗分享演變為以數據為本的協作，令員工能以實證為基礎作出重大決策，提升服務質素並成就團隊更卓越的表現。

我們十分榮幸獲得「全球最具創新力知識型機構大獎 2024」的最高榮譽獎項 -「卓越大獎」，並連續第四次獲得「香港最具創新力知識型機構大獎 2024」，充分肯定了我們在本地和國際知識管理和創新領域的領先地位。

Raising Water Literacy with the Engaging-All Dongjiang Water Campaign

2025 marks the 60th anniversary of Dongjiang water's vital supply to Hong Kong – a lifeline sustaining the city's prosperity and resilience. To celebrate and engage diverse audiences, we have curated a wide array of educational events, including interactive exhibitions, thematic school activities, Mainland study tours, the International Water Pioneers Summit, and outdoor experiences. These initiatives bring water education to life, enhancing public understanding of water's value and fostering cross-sector collaboration in conservation, smart infrastructure and innovation.

The "Good Water Good Fish" initiative promotes efficient use of local fish grown in reservoirs supplied by Dongjiang water. Following a public logo design competition, we are partnering with the Fish Marketing Organization to produce premium products using quality fish from the Plover Cove Reservoir, an accredited fish farm. This resource circularity initiative amplifies our messages on water conservation and safety across society.

FOSTERING INNOVATIVE COLLABORATION

Navigating the evolving water landscape demands continuous learning, innovation, and an entrepreneurial mindset, all supported by excellent customer care. This approach builds our resilience to meet future opportunities and challenges.

Transforming Knowledge Management into Data-Driven Decisions

We have championed knowledge management to foster a culture of active learning and innovation. Our approach has evolved from traditional experience sharing to data-driven collaboration, empowering our staff to make evidence-based, high-impact decisions that enhance service and organisational excellence.

We are proud to have won the Most Outstanding Award at the Global Most Innovative Knowledge Enterprise (MIKE) Award - the highest honour in its category - and our 4th consecutive Hong Kong MIKE Award, affirming our leadership in knowledge management and innovation both locally and internationally.

與大灣區合作推動優質數字水務

為提供可持續發展及優質的供水服務，我們積極與行內頂尖的水務專家以及海內外同業進行交流，並向他們分享香港的專業知識及經驗，為推動全球供水的可持續發展作出貢獻。在數字水務方面，我們加強與大灣區同業們的合作與知識交流，例如數據管理標準等。同時，這些協作令我們能獲得不同創新產品的資訊，令我們有機會接觸國內先進技術如感測器、人工智能探測滲漏以及新型濾水滲透膜技術等，有助優化我們的營運流程和成本效益。

全賴水務署同事們的辛勤付出，我們於二零二四年至二五年度取得了顯著進展，為數字轉型奠定了堅實和良好的基礎。展望未來，我們將繼續以創新思維提升效率和建立可持續發展的供水服務。我們深信我們的每一分努力、每一滴汗水均別具意義，並將竭盡所能為香港打造一個智慧用水的未來，為社區帶來福祉。

黃恩諾工程師*太平紳士*
水務署署長

Digital Water Greater Bay Area for High-Quality Development

To deliver sustainable, high-quality water services, we engage with leading water experts and regional and international counterparts, while also contributing Hong Kong's expertise to global water sustainability efforts. We have strengthened cooperation and knowledge exchange with our Greater Bay Area peers on digital water services, including data management standards. This collaboration fosters product innovation and access to the Mainland's state-of-the-art technologies such as sensors, AI for leakage detection and membrane technology for water treatment, enhancing capacity for our operational excellence and cost-effectiveness.

The 2024-25 year was one of significant progress, made possible by the dedication of our WSD colleagues, who have built a solid and excellent foundation for our digital transformation. Looking ahead, we will continue to harness innovation to drive efficiency and sustainability – because every drop counts as we secure Hong Kong's water-smart future and enhance social well-being for all.

Ir WONG Yan-lok, Roger, *JP*
Director of Water Supplies

奔流向前
FORGE

我們致力以先進的數碼與智慧創新技術，推動供水服務轉型，一方面提升效能、食水安全與韌性，同時培育我們的員工和社區，共同打造一個智慧用水城市。

Advancing digitalisation and smart innovations to transform water supplies — enhancing efficiency, safety and resilience — while empowering our people and community to forge a water-smart city together.

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2024-25 年度概要

2024-25 Highlights

水源和水質
WATER SOURCES AND QUALITY

食水水質
Fresh water quality

100%

符合香港食水標準[1]
compliance with the Hong Kong Drinking Water Standards[1]

100%

達成
achieving

食水供水所需水壓（15 至 30 米）[3]
fresh water supply pressure (15-30 metres)[3]

100%

達成
achieving

沖廁水供所需水壓（15 米）[4]
flushing water supply pressure (15 metres)[4]

沖廁水水質
Flushing water quality
achieved target of

97%

符合水務署所定的水質指標[2]
compliance with the WSD Water Quality Objectives[2]

用水量
WATER CONSUMPTION

人均每日住宅食水用量維持在
Domestic fresh water per capita per day consumption maintained at

133.8 公升 Litres

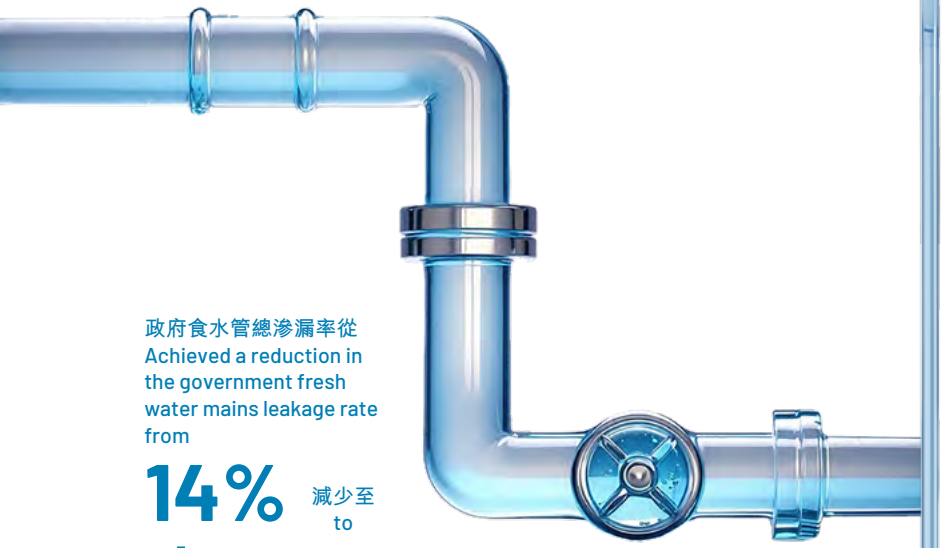
[1] 自二零一七年九月，水務署便已採用香港食水標準為指標，而在此之前，則一直採用世界衞生組織制訂的《飲用水水質準則》為指標。
Since September 2017, the WSD has adopted the Hong Kong Drinking Water Standards (HKDWS) in the target. Prior to that, the World Health Organization's Guidelines for Drinking-water Quality was adopted.

[2] 沖廁水指水務署供應作沖廁用途的鹹水和再造水。
Flushing water refers to the salt water and recycled water supplied by the WSD for flushing pur pose.

[3] 水壓指標指除系統盡頭外，配水系統內最低剩餘水壓。
The pressure head requirement refers to the minimum residual head in the distribution system except at their extremities.

[4] 此項服務的說明自二零二三年至二四年度起修訂為「供水壓力 - 沖廁水供應」，而有關指標於二零二二至二三年度則稱為「供水壓力 - 鹹水」。沖廁水指水務署供應作沖廁用途的鹹水和再造水。除了在系統的盡頭，配水系統內最低的剩餘水壓。
The description of service since 2023-24 has been revised as "Supply pressure-flushing water supply". The target for 2022-23 was "Supply pressure-salt water supply". Flushing water refers to the saltwater and recycled water supplied by WSD for flushing purpose. Minimum residual head in the distribution system except at their extremities.

網絡效能及應變力
NETWORK EFFICIENCY AND RESILIENCE



政府食水管總滲漏率從
Achieved a reduction in the government fresh water mains leakage rate from

14% 減少至 to ↓ **13.4%**

政府水管的滲漏率從二零二三年的 14% 減少至二零二四年的 13.4%，因輸送而流失的食水亦減少至 140 百萬立方米
Government fresh water mains leakage rate reduced from 14% (2023) to 13.4% (2024), with distribution losses reduced to 140 million m^3

能源效益、可再生能源及排放管理
ENERGY EFFICIENCY, RENEWABLE ENERGY AND EMISSIONS MANAGEMENT

1 567

兆瓦時
MWh

的可再生能源從陸上、水上浮動太陽能板連同水力發電系統生產
generated by renewable energy via land-based and floating photovoltaic panels and hydropower plants

130.4

千瓦時
kWh/m^2

為辦公室每單位樓面面積的耗電量
of electricity consumed at office per unit per floor space

0.85%

減少
reduction

納入範圍 1 和範圍 2 的二氧化碳當量相比過去三年的平均值減少 0.85%，總排放量減少至 4.9 千噸
in CO_2-eq of Scope 1 and 2 missions to 4.9 kilotonnes compared to the average of the past 3 years

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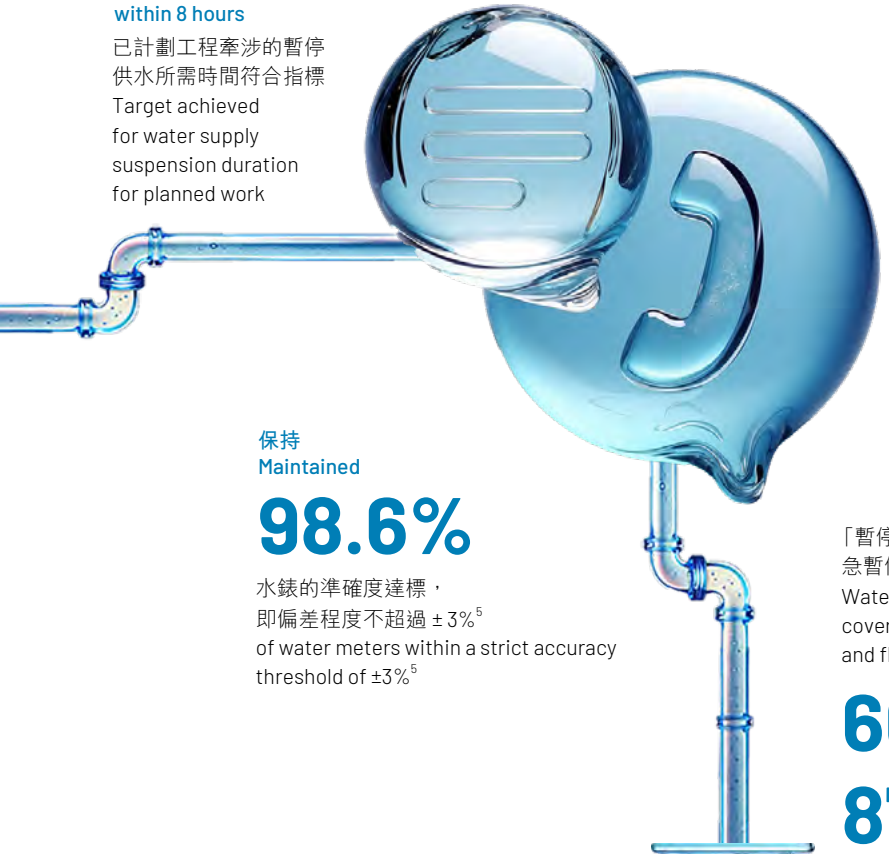
客戶服務
CUSTOMER SERVICES

98%

的工程 在 8 小時內完成
within 8 hours

已計劃工程牽涉的暫停供水所需時間符合指標
Target achieved for water supply suspension duration for planned work



1%

增加
increase

顧客帳戶數目增加 1% 至 **3 278 100** 個，其中 243 300 個已登記使用電子賬單
Total number of customer accounts increase by 1% to **3 278 100** with 243 300 customers subscribed to electronic billing

保持
Maintained

98.6%

水錶的準確度達標，即偏差程度不超過 ±3%[5]
of water meters within a strict accuracy threshold of ±3%[5]

「暫停供水自動通告系統」擴大應用範圍並涵蓋緊急暫停食水和沖廁水供應，惠及
Water Suspension Notification System extended to cover emergency suspension of both fresh water and flushing water supplies, benefiting about

600 **個大型屋邨**
Large Housing Estates and

870 **個小型屋邨**
Small Housing Estates

員工培養與社區服務
STAFF EMPOWERMENT AND COMMUNITY SERVICES

29%

增加
increase

員工培訓工日增至 15 756 個工日
in training man-days to 15 756

67%

增加
increase

員工義工服務的總工時增至 6 165 個工時
in volunteer service man-hours to 6 165

[5] 二零二二至二三、二零二三至二四及二零二四至二五年度的準確水錶比率皆為 98.6%
In 2022-23, 2023-24 and 2024-25, the proportion of accurate water meters was maintained at 98.6%.

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主要獎項
Key Awards

「Autodesk 香港建築信息模擬設計大獎 2024」獲大獎和兩個特別表揚獎
Autodesk Hong Kong BIM Awards 2024 – Winner Award and 2 Honorable Mentions

肯定了水務署在設計與建造過程中應用創新的建築信息模型技術，並策略性地將資產管理數碼化，有效提升供水系統的效能和穩定性。

recognising WSD's innovative application of BIM technology in design and construction, along with strategic adoption of digital asset management to enhance the efficiency and reliability of water supply systems.

「2024 基礎設施數位化光輝大獎」獲「測量和監測」組冠軍
Bentley Systems' 2024 Year in Infrastructure and Going Digital Awards – Winner (Surveying and Monitoring)

表揚水務署應用數碼孿生技術，保育「前深水埗配水庫」一級歷史建築。

honouring WSD's application of digital twin technology for preserving the Grade 1 Ex-Sham Shui Po Service Reservoir historic building.

「水務及環境管理學會創新及可持續發展獎 2024」獲「主席嘉許獎」等多個獎項
Chartered Institution of Water and Environmental Management Hong Kong 2024 Innovation & Sustainability Awards – Multiple Awards including Chairman's Commendation Award

展示水務署改革本地供水方案的決心，並肯定我們在應對複雜的工程挑戰及推動先進優質供水系統發展方面的成就。

showcasing WSD's transformative water solutions that tackled complex engineering challenges and advanced high-quality water supply development in Hong Kong.

「全球最具創新力知識型機構卓越大獎 2024」卓越大獎及「香港最具創新力知識型機構大獎 2024」卓越大獎
Global Most Innovative Knowledge Enterprise (MIKE) Award 2024 – Most Outstanding Award and Hong Kong MIKE Award 2024 – Winner

高度表揚水務署在知識管理和創新方面的傑出表現。評審團充分肯定管理層實現了成立數字水務辦公室及積極參與知識分享活動的承諾。

recognising WSD's outstanding performance in knowledge management and innovation. The judging panel particularly commended management's commitment to establishing the Digital Water Office and active participation in knowledge-sharing initiatives.

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水務署概覽
WSD at a Glance

關於我們

我們致力提供可靠、充足及優質的食水，支持香港的長遠可持續發展。

水務署全面檢視了供水計劃，致力打造具韌性及多元化的水資源，同時確保水質安全並將智慧解決方案融入我們的服務和資產管理中。透過大力推展協作創新文化及逐步採用先進科技，我們希望能持續優化供水安全、食水質素及其韌性，改善未來的生活質素，並將香港轉型為智慧用水的低碳城市。

OUR PROFILE

We are committed to providing reliable and adequate supplies of high-quality water to support the sustainable development of Hong Kong.

At the WSD, we adopt a holistic approach to building resilience with diversified water resources, ensuring water safety and integrating smart solutions into service delivery and asset management. Through fostering a culture of collaborative innovation and progressive adoption of advanced technologies, we seek to advance water security, quality and resilience for enhancing future livelihoods and transforming Hong Kong into a water-smart, low-carbon city.

抱負 VISION

在滿足客戶對優質供水服務的需求時，務求有卓越之表現。

To excel in satisfying customers' needs for the provision of quality water services.

使命 MISSION

- 以最符合成本效益的方式為客戶提供可靠充足的優質食水及海水。
  To provide a reliable and adequate supply of wholesome potable water and sea water to our customers in the most cost-effective way.
- 提供以客戶為本的服務。
  To adopt a customer-oriented approach in our services.
- 維持及激勵一隊能幹、高效率及完全投入的工作隊伍，以服務社群。
  To maintain and motivate an effective, efficient and committed workforce to serve the community.
- 時刻關注對保護環境方面須負的責任。
  To remain conscious of our responsibilities towards the environment.
- 善用資源和科技，力求不斷改善服務。
  To make the best use of resources and technology in our striving for continuous improvement in services.

信念 VALUES

以客為本 Customer satisfaction

確保質量 Reliability

重視環保 Environmental awareness

竭盡所能 Dedication

精益求精 Improvement

同心協力 Teamwork

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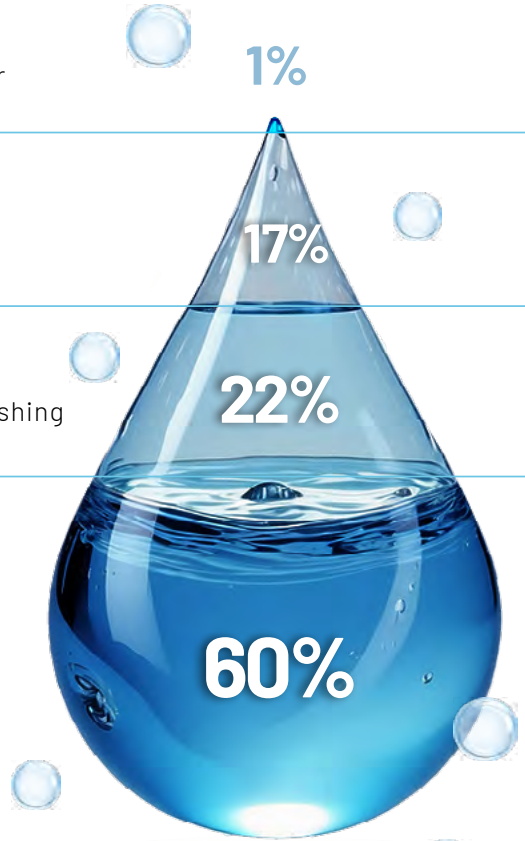
用水量及系統
OUR WATER CONSUMPTION AND SYSTEM

二零二四年全港總用水量
Total Water Consumption of Hong Kong 2024



海水化淡 Desalinated Water	1%	(1 千 3 百萬立方米) (13 million m^3)
本地集水 Local yield	17%	(2.29 億立方米) (229 million m^3)
沖廁用海水 Salt Water for Flushing	22%	(3.08 億立方米) (308 million m^3)
東江水 Dongjiang Water	60%	(8.18 億立方米) (818 million m^3)

總計 Total **1368** 百萬立方米 million m^3

水庫及濾水廠
RESERVOIRS AND WATER TREATMENT WORKS

水塘
Impounding Reservoirs

17 個水塘的總容量為 586 百萬立方米

impounding reservoirs with a total storage capacity of 586 million m^3

濾水廠
Water Treatment Works

18 個濾水廠總的濾水量為 4.5 百萬立方米 / 日

water treatment works with a total water treatment capacity of 4.5 million m^3/day

配水庫
Service Reservoirs

178 個食水配水庫的總容量為 4.4 百萬立方米

fresh water service reservoirs with a total storage capacity of 4.4 million m^3

56 個海水配水庫的總容量為 0.3 百萬立方米

salt water service reservoirs with a total storage capacity of 0.3 million m^3

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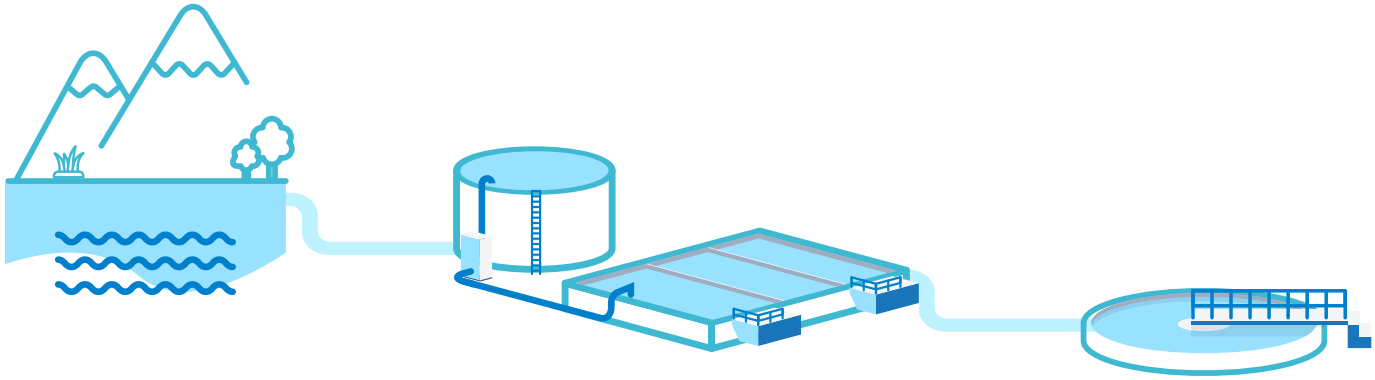
抽水站及水管
PUMPING STATIONS AND DISTRIBUTION MAINS



抽水站
Pumping Stations

151 個食水抽水站(包括食水和原水抽水站及泵房)的總抽水量為 32.3 百萬立方米 / 日

fresh water pumping stations (including fresh and raw water pumping stations and pump houses) with a total pumping capacity of 32.3 million m^3/day

35 個海水抽水站(包括泵房)的總抽水量為 2.1 百萬立方米 / 日

salt water pumping stations (including pump houses) with a total pumping capacity of 2.1 million m^3/day

7 個食水及海水抽水站總的抽水量為 0.3 百萬立方米 / 日

combined fresh water and salt water pumping stations with a total pumping capacity of 0.3 million m^3/day

水管
Distribution Mains

6 803 公里 km 的食水水管(直徑 20 毫米至 2 400 毫米)

of fresh water mains (20mm to 2 400 mm diameter)

1 701 公里 km 的海水水管(直徑 20 毫米至 1 200 毫米)

of salt water mains (20mm to 1 200 mm diameter)

14 公里 km 的再造水水管

of reclaimed water mains

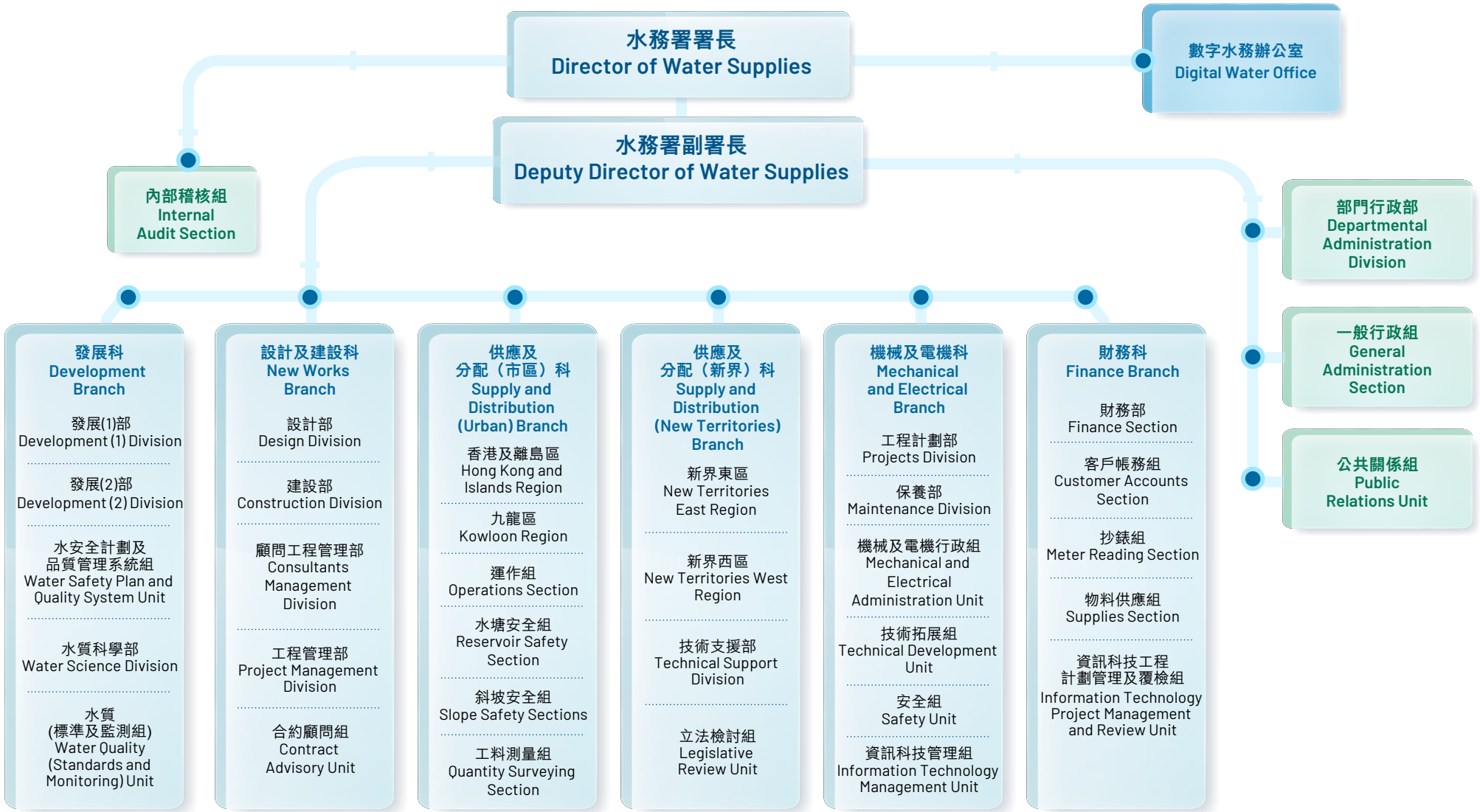
120 公里 km 的引水道長度

of catchwaters

199 公里 km 的輸水隧道

of water tunnels

水務署組織架構
WSD ORGANISATION STRUCTURE



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葉家駿工程師
Ir Yip Ka-chun. Gary
助理署長 / 發展
Assistant Director/ Development

馬靄琯先生
Mr MA Tin-po, Martin
助理署長 / 財務
Assistant Director / Finance

駱志聰工程師
Ir LOK Chi-chung, Andy
助理署長 / 市區
Assistant Director / Urban

曹炳豪工程師，太平紳士
Ir CHO Ping-ho, JP
助理署長 / 機械及電機
Assistant Director /Mechanical & Electrical

林意洪女士
Ms. LAM Yee-hung, Jessica
部門秘書
Departmental Secretary

陳志遠工程師，太平紳士
Ir CHAN Chi-yuen, Stanley, JP
助理署長 / 新界 *
Assistant Director/ New Territories*

黃恩諾工程師，太平紳士
Ir WONG Yan-lok, Roger, JP
水務署署長
Director of Water Supplies

馬漢榮工程師
Ir MA Hon-wing, Wilson
助理署長 / 設計及建設 *
Assistant Director/ New Works*

從過去解決食水短缺的危機，以至今日須面對氣候變化與用戶需求等帶來的挑戰，水務署一如既往，堅守提供卓越服務的承諾，為香港打造智慧用水與低碳未來奠定堅實基礎。

From tackling past water crises to addressing today's climate realities and customer needs, the WSD has steadfastly upheld service excellence while building the foundation for Hong Kong's water-smart and low-carbon future.

** 陳工程師及馬工程師自二零二五年一月十三日起兼任署理水務署副署長。*

**Ir CHAN and Ir MA were appointed Acting Deputy Director of Water Supplies on 13 January 2025.*

獎項及認可
AWARDS AND RECOGNITION

我們的卓越表現在各大本地與國際機構中備受肯定，為我們團隊灌注動力，勇於開拓新領域。

Recognition from both local and international institutions stands as a testament to our outstanding performance, bolstering motivation and inspiring the team to break new ground.

勇奪全球知識管理與創新領域的殊榮

在 2024 年，水務署榮獲「全球最具創新知識型機構卓越大獎」頒發最高榮譽 —— 「卓越大獎」，達成了一項重要的里程碑。與此同時，我們連續第四年獲得「香港最具創新知識型機構大獎」，彰顯我們在本地和國際知識管理和創新領域的領導地位。這份榮譽充分體現水務署致力融合尖端科技與策略性知識管理的決心，為全球水務行業樹立新標準。

國際評審團評語

- 以**數字水務辦公室**為創新樞紐，高瞻遠矚；
- **管理層積極主導**不同知識共享與創新活動；
- 開創引入**人工智能**與**建築信息模型**的先河；以及
- 發展**資產管理訊息系統**並提升系統運作的韌性。

GLOBAL PRESTIGIOUS ACCOLADE FOR KNOWLEDGE MANAGEMENT AND INNOVATION

The WSD achieved a landmark milestone in 2024 by winning the Most Outstanding Award at the Global Most Innovative Knowledge Enterprise (MIKE) Award - the highest honour in its category. This recognition was elevated by WSD's 4th consecutive win of the Hong Kong MIKE Award, affirming its leadership in knowledge management and innovation both locally and internationally. These accolades underscore WSD's unwavering commitment to merging cutting-edge technology with strategic knowledge management, setting new benchmarks for the water industry globally.

The international judging panel highlighted:

- Visionary establishment of the **Digital Water Office** as a hub for innovation;
- **Management's proactive leadership** in knowledge - sharing and innovation initiatives;
- Pioneering applications of **artificial intelligence** and **Building Information Modelling (BIM)**; and
- Development of the **Asset Management Information System** to enhance operational resilience.

水務署署長黃恩諾（左二）與團隊在泰國曼谷舉行的「全球最具創新力知識型機構大獎 2024」頒獎典禮獲頒最高殊榮的卓越大獎。

Director of Water Supplies, Ir Roger Wong (2nd from left) and his team received the Most Outstanding Award at the ceremony in Bangkok, Thailand.

推動優質和可持續的智慧水務

榮獲「香港水務及環境管理學會創新及可持續發展獎 2024」頒發主席嘉許獎、金獎、銀獎及銅獎

我們的水務管理方針兼具創新和可持續發展元素，在「香港水務及環境管理學會創新及可持續發展獎 2024」獲得多項殊榮，表揚我們以前瞻性思維建立多元化的水源，包括擴展循環再用水作非飲用用途，充分肯定了我們從工程遇到的挑戰轉化為具韌性解決方案過程中所作出的努力和成就。在香港面對氣候變化與用水需求增長的雙重挑戰，這些成就彰顯了我們致力以尖端技術及可持續發展的解決方案確保長遠供水穩定的決心。

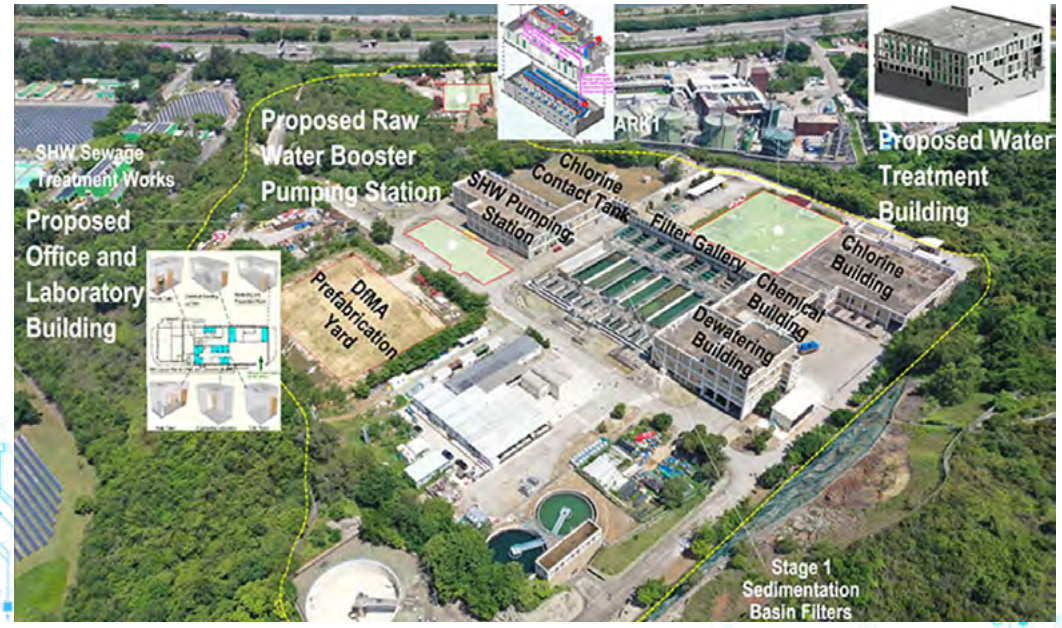
小蠔灣濾水廠擴建工程榮獲三項殊榮：主席嘉許獎 — 創新與可持續發展卓越獎、創新組別金獎及可持續發展組別銀獎。

DRIVING HIGH-QUALITY AND SUSTAINABLE DEVELOPMENT IN SMART WATERWORKS

The Chartered Institution of Water and Environmental Management Hong Kong 2024 Innovation and Sustainability Awards – Chairman's Commendation Award, Gold, Silver and Bronze Awards

Our innovative and sustainable water management solutions were lauded with multiple prestigious honours at the Chartered Institution of Water and Environmental Management Hong Kong 2024 Innovation & Sustainability Awards. These accolades celebrate our pioneering efforts to diversify water resources – including the expanded use of recycled water for non-potable purposes – and underscore our success in transforming engineering challenges into resilient solutions. Amidst climate change and rising demand, these achievements demonstrate our commitment to securing Hong Kong's water future through cutting-edge and sustainable practices.

The Siu Ho Wan Water Treatment Works Extension Project received 3 distinguished awards: the Chairman's Commendation Award for Excellence in Both Innovation and Sustainability, the Gold Award in Innovation, and the Silver Award in Sustainability.



這項開拓性工程項目利用了緊密及多層式設計，將整個先進的濾水過程結合在一幢大樓內。其濾水系統應用了水流由上而下的創新設計，免卻了在濾水過程中途泵水的必要性，大大減少能源消耗。此外，濾水過程產生的污水將全部回收再用，以達到「零污水排放」的目標。

This pioneering project features a compact, multi-level design that integrates the entire advanced water treatment process into a single building. Its innovative top-down water flow design eliminates the need for interstage pumping, significantly reducing energy consumption, while achieving "zero effluent discharge" through recycling all process wastewater.

- 安達臣道石礦場用地發展區的**首個區域性中水重用系統**獲頒可持續發展組別銅獎
- **上水及粉嶺再造水供應工程** - 石湖墟污水處理廠：可持續發展組別優異獎
- **First District-wide Grey Water Recycling System** at Anderson Road Quarry Development: Bronze Award in Sustainability.
- **Reclaimed Water Supply to Sheung Shui and Fanling** from Shek Wu Hui Water Reclamation Plant: Merit Award in Sustainability.

水務署署長黃恩諾（左五）與得獎團隊於頒獎典禮上獲得「主席嘉許獎」。

Director of Water Supplies, Ir Roger Wong (5th from left) and the team received the Chairman's Commendation Award at the awards presentation ceremony.

香港項目管理學會「項目管理成就大獎 2024」（可持續發展項目組別）

將軍澳海水化淡廠工程榮獲香港項目管理學會頒發「項目管理成就大獎 2024」，肯定水務署對項目的妥善管理及卓越執行力，並將可持續發展方針貫徹於設計、建造、營運及維修各個階段中。這項殊榮彰顯了水務署以創新工程技術與項目管理方針，致力提升香港長遠供水的韌性。

HKIPM Project Management Achievement Awards 2024 – Winner (Sustainable Project)

The Tseung Kwan O Desalination Plant project earned WSD the Hong Kong Institute of Project Management (HKIPM) Project Management Achievement Awards 2024, recognised for its strong project governance, exceptional execution and integrated sustainability strategy spanning design, construction, operations and maintenance. This award-winning infrastructure highlights WSD's expertise in advancing Hong Kong's long-term water resilience through innovative engineering and project management solutions.

英國土木工程師學會 – 香港最受歡迎基建項目比賽（亞軍）

將軍澳海水化淡廠榮獲英國土木工程師學會(香港分會)頒發「香港最受歡迎基建項目」亞軍。這個獎項由公眾投票選出，旨在慶祝香港過去 25 年基建發展的成就，藉此加深公眾體會基建項目為社區帶來的各種益處。今屆參選的項目皆由項目客戶、顧問及承建商團隊提名，先經由評審團以項目對社會及經濟效益作為評分 標準，嚴謹篩選出得分最高的五個項目，最後由公眾投票選出三個勝出項目。

將軍澳海水化淡廠作為兼具先進技術及可持續發展的水務工程，兑現了水務署對開拓新水源和提升氣候韌性的承諾。項目在設計、建造及營運階段融入尖端科技與創新可持續發展元素，充分體現現代基建項目不僅為香港帶來各種經濟與社會利益，同時亦能兼顧環境保護。

Institution of Civil Engineers – Most Popular Infrastructure Projects in Hong Kong (First Runner-Up)

The Tseung Kwan O Desalination Plant was awarded First Runner-Up in the Most Popular Infrastructure Projects in Hong Kong, a public-voted competition organised by the Institution of Civil Engineers Hong Kong Association to celebrate the city's infrastructural progress over the past 25 years, while raising public awareness of projects delivering exceptional community benefits. The competition sought nominations from project teams across client, consulting and contractor organisations. A rigorous selection process identified 5 finalists based on their demonstrated social and economic impacts, with the top 3 winners determined by public vote.

Recognised as a top-class sustainable waterworks project, the desalination plant showcases WSD's commitment to diversifying water sources and strengthening climate resilience. Incorporating cutting-edge technologies and innovative sustainable practices in design, construction and operation, the plant exemplifies how modern infrastructure can simultaneously deliver environmental protection, economic value and social improvement to Hong Kong.

水務署助理署長馬漢榮先生（中）與總工程師陳樹濤先生（右）代表接受「香港最受歡迎基建項目」亞軍獎項。

Our Assistant Director, Mr. Wilson MA (middle) and Chief Engineer, Mr. Antonio CHAN (right) were honoured to receive the First Runner-Up award in the Most Popular Infrastructure Projects in Hong Kong.

善用智慧與創新科技

「AUTODESK 香港建築信息模擬設計大獎 2024」榮獲一項大獎和兩項特別表揚獎

水務署多個項目榮獲「Autodesk 香港建築信息模擬設計大獎 2024」的獎項，充分肯定我們在應用建築信息模型和數碼創新技術的領導地位，有效提升水務基建的發展與管理水平。水務署憑藉利用人工智能、地理信息系統，以及先進數碼工具等智慧科技，持續為智慧水務基建項目訂立新標準，保障香港供水的可持續發展、韌性和效益。

- **小蠔灣濾水廠擴建工程**獲得大獎，表揚項目團隊善用建築信息模型技術，以 3D 模型模擬濾水廠內複雜的結構、機電設備及管道走線，對提高設計的準確性效果顯著。此外，團隊利用了 4D 建築時程模擬將整個施工流程形象化，有效將工地中各項工作協調至最佳化，並完善工程管理。獎項體現水務署致力融合尖端的數碼解決方案於工程的各個階段。
- **將軍澳海水化淡廠第一階段**：特別表揚獎
- **結合數字化建築信息模型、地理信息系統與人工智能技術優化水泵運作系統的智慧幹管輸水支援系統**：特別表揚獎

這些項目展示了我們善於在資產管理中應用建築信息模型技術，提升供水系統的運作效能及可靠性。

EMBRACING SMART AND INNOVATIVE TECHNOLOGIES

Autodesk Hong Kong BIM Award 2024 – Winner Award and 2 Honorable Mentions

WSD's projects were honoured at the Autodesk Hong Kong BIM Awards 2024, recognising its leadership in adopting Building Information Modelling (BIM) and digital innovation to enhance water infrastructure development and management. By harnessing smart technologies including AI, GIS, and advanced digital tools, the WSD continues to set new benchmarks in smart water infrastructure to ensure a sustainable, resilient and efficient water supply for Hong Kong.

- **The Siu Ho Wan Water Treatment Works Extension Project** won the Winner Award for leveraging BIM to simulate complex structural, mechanical, electrical and pipeline systems of water treatment works in 3D, significantly improving design accuracy. The project team further integrated 4D construction scheduling, enabling dynamic visualisation of workflows to optimise site coordination and construction management. This achievement showcases WSD's commitment to integrating cutting-edge digital solutions at every stage of infrastructure development.
- **First Stage of the Tseung Kwan O Desalination Plant:** Honorable Mention
- **Digitalising Smart Water System for Smart Trunk Transfer Support System with Pump Optimisation in conjunction with artificial intelligence-Driven BIM and Geographic Information System (GIS) Integration:** Honorable Mention

These projects highlight how BIM-powered asset management enhances operational efficiency and reliability in water supply systems.

水務署總工程師廖運輝（左八）與團隊憑藉小蠔灣濾水廠擴建工程項目榮獲「Autodesk 香港建築信息模擬設計大獎 2024」。

WSD Chief Engineer, Mr. Edmond Liu (8th from left) and the team were honoured to receive the Autodesk Hong Kong BIM Award 2024 for their work on the Siu Ho Wan Water Treatment Works Extension Project.

「2024 基礎設施數位化光輝大獎」獲「測量和監測」組冠軍
Bentley Systems' 2024 Year in Infrastructure and Going Digital Awards – Winner (Surveying and Monitoring)

水務署在前深水埗配水庫利用了數碼孿生技術，配合 Bentley 工程軟件的創新應用，榮獲此項全球大獎，大大提升了項目的設計、建造與營運各階段的效能。項目透過應用雲端機器人技術處理航拍照片與影像掃描，成功令項目的數據傳輸效率提升 30%、數據處理時間減少 20%、精準度提升 50%。這個項目的數碼孿生技術應用將會成為先例，在香港應用於其他歷史建築的保育工作。

「數碼光輝大獎」為年度盛事，旨在表揚基礎建設領域的卓越創新。今年有 250 個項目獲得提名，來自 36 個不同國家。獨立評審團需在 12 個組別甄選出 36 個入圍項目，並從中評選得獎者。

The Digital Twin of the Ex-Sham Shui Po Service Reservoir won this global award, which honours infrastructure professionals for their innovative use of Bentley's engineering software to enhance infrastructure design, construction and operations. By leveraging cloud-based robotics applications to process drone-captured and scanned imagery, the project improved data exchange efficiency by 30%, cut data processing time by 20%, and improved accuracy by 50%. It serves as a pilot for applying digital twin technology to preserve other historic sites in Hong Kong.

The Going Digital Awards is an annual programme celebrating excellence in infrastructure innovation. This year, 250 projects from 36 countries were nominated, with winners selected from 36 finalists across 12 categories by an independent judging panel.

香港土木及建築信息管理學會大獎 2025 – 傑出建築信息模型土木工程項目組別金獎

風險為本水管改善計劃 - 新界東於「香港土木及建築信息管理學會 2025」中獲得嘉許。項目運用了建築信息模型技術，顯著提升工程效率、工地安全及系統營運的可持續發展。

面對本地山多及市區地下滿佈管線的現實情況，日漸老化的水管會出現滲漏或爆裂的風險，但修復這些水管相當困難亦具一定複雜性。項目團隊引入了建築信息模型技術，妥善優化水管的維修計劃，致力將對社區的影響減至最低，同時確保設施的長期韌性。此獎項體現了水務署推展智慧數據主導型水務管理的決心，透過引入智慧資產管理，有效以模型管控高風險類別的工程。

HKICBIM Award 2025 – Outstanding BIM Project in Civil Engineering (Gold)

The Risk-Based Improvement of Water Mains – New Territories East project was commended at the Hong Kong Institute of Civil and Building Information Management (HKICBIM) Award 2025 for its exemplary integration of BIM technologies, significantly enhancing efficiency, site safety and sustainability.

Facing the complex challenge of rehabilitating aged water mains – prone to leaks and bursts due to hilly, urban terrain with dense underground utilities – the project team leveraged BIM-driven solutions to optimise rehabilitation planning, minimise community disruptions, and ensure long-term infrastructure resilience. This achievement underscores WSD's commitment to smart, data-driven water management, transforming high-risk scenarios into model solutions for intelligent asset management.

我們的高級工程項目統籌彭國勳先生（右四）與團隊出席頒獎典禮，榮獲「香港土木及建築信息管理學會 2025」頒發「傑出建築信息模型土木工程項目組別金獎」。

Our Senior Project Coordinator, Mr. Gabriel PANG (4th from right) and the team attended the award ceremony for receiving the HKICBIM Award 2025 – Outstanding BIM Project in Civil Engineering (Gold).

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卓越服務回饋社區
COMMITMENT TO SERVICE EXCELLENCE AND COMMUNITY

我們的專業團隊不僅追求卓越服務，更以實際行動回饋社會。以下獎項肯定了團隊的傑出表現：

Our dedicated staff are committed to delivering exceptional services while making meaningful contributions to the community. Below are select awards recognising their outstanding achievements:

香港義工獎 2024
Hong Kong Volunteer Award 2024

- 非商業機構獎(水務署義工隊)
- 傑出義工(個人)
- 個人獎(義工時數)(金獎、銀獎、銅獎和優異獎)
- Outstanding Non-Commercial Organisation Award (WSD Volunteer Team)
- Outstanding Volunteer Award (Individual)
- Individual Award (Volunteer Hours) (Gold, Silver, Bronze and Merit awards)

公務員事務局局長嘉許狀計劃 2024
The Secretary for the Civil Service's Commendation Award 2024

- 優良義工服務獎(水務署義工隊)
- 義工領導策劃獎(個人)
- 卓越義工獎(銀獎和銅獎)
- 長青義工獎(金獎、銀獎和銅獎)
- Meritorious Volunteer Service Award (WSD Volunteer Team)
- Outstanding Volunteer Leader Award (Individual)
- Excellent Volunteer Award (Silver and Bronze Prizes)
- Evergreen Volunteer Award (Gold, Silver and Bronze Prizes)

建造業義工獎勵計劃 2024
Construction Industry Volunteer Scheme 2024

- 個人、團體及項目獎
- Individual, Group and Project awards

專題故事 FEATURE STORY

以數據監察水管情況，迎接數字水務未來
From Pipes to Data: Towards a Digital Water Future

面對基礎設施老化及高水壓導致的水管滲漏和水質問題，水務署正以數碼創新提升智慧供水服務。我們透過整合連接至物聯網平台的實時感測設備、雲端運算、人工智能、大數據分析和中央智慧營運管理，期望能全面提升營運效率、服務可靠性和客戶體驗。

Facing challenges from ageing infrastructure and high water pressure that result in pipe leaks and water quality issues, the WSD is advancing smart water services through digital innovation. By integrating real-time sensing devices connected to an Internet of Things (IoT) platform, cloud computing, artificial intelligence (AI), big data analytics, and centralised smart operations, the WSD aims to enhance operational efficiency, service reliability and customer experience.

智慧水務服務發展計劃

香港數字水務辦公室於二零二四年六月成立，負責推動香港供水服務的數碼轉型。為了應對基礎設施持續面臨的挑戰，同時將香港的智慧水務服務提升至國際頂尖水平，數字水務辦公室制定了全面的發展計劃並擴大尖端的資訊科技解決方案的應用。這個策略性計劃主要提升以下三大技術範疇：

智能水壓管理系統：
以物聯網技術實時監測水壓和流量

Intelligent Water Pressure Management System:
provides real-time IoT monitoring of water pressure and flow

智慧食水水質管理系統：
以物聯網監測技術作實時水質監控

Intelligent Water Quality Management System:
offers real-time IoT surveillance of water quality

以人工智能作預測性維護和中央運作支援系統：
將多個系統的運作數據整合為一個涵蓋整個供水網絡的精簡概覽，推動數據為本的決策。

AI-Driven Predictive Maintenance and Central Operations Support System:
analyses and presents operational data from multiple systems into a concise overview of the entire water supply network to enable data-driven decision-making

透過上述系統，水務署中央運作管理中心可實時監控供水網絡狀況並作出資訊數據為本的決策、促進預測性維護、提升緊急應變效率，並以創新科技優化客戶服務平台。

These systems enable the WSD Central Operations Management Centre to conduct real-time monitoring and make informed decisions, facilitating predictive maintenance, improving emergency response efficiency and enhancing customer service platforms through innovative technology.

SMART WATER SERVICES DEVELOPMENT PLAN

Established in June 2024, the Digital Water Office leads the digital transformation of Hong Kong's water supply services. To address persistent infrastructure challenges while elevating the city's smart water services to international leading standards, the Office has formulated a comprehensive development plan that leverages cutting-edge IT solutions. This strategic initiative focuses on 3 key technological advancements:

水務署中央運作管理中心

這個行內頂尖的中央運作管理中心將會設於新總部，透過以下四項核心功能為供水管理全面轉型：

實時監測：利用智慧監測系統，每天 24 小時不停從整個供水網路收集運作數據並作即時分析，以偵測和預測異常情況，並向工作人員發出預警。

提升公共服務：追蹤並顯示公眾意見及投訴的地理位置，加快回覆流程，並集中管理多個溝通渠道，提高服務效率。

加強緊急應變措施：於事故發生時用作中央指揮中心，統籌各項維修工作，並為前線人員提供遙距協作工具和流動式數據存取。

優化系統效能：將運作數據視為策略性資產用作長遠的系統優化，促進數據為本的決策，確保供水穩定及安全。

WSD Central Operations Management Centre

The state-of-the-art Central Operations Management Centre, to be housed in the new headquarters, will transform water supply management through 4 core functions:

Real-time monitoring: collecting and analysing 24/7 operational data across the entire water network, with smart monitoring systems to detect, predict and alert staff about anomalies

Enhance public services: geographically tracking and displaying public feedback and complaints for faster response, while centralising multi-channel communications to improve service efficiency.

Strengthen emergency response: serving as the central command hub during incidents to coordinate repair efforts, with remote collaboration tools and

Optimise system performance: treating operational data as strategic assets for long-term system improvements, and ensuring stable and safe water supply through data-driven decisions.

Rendering of New WSD Headquarter Building
新水務署總部大樓效果圖

提升客戶服務

為響應香港政府的智慧政府措施，我們進行多項服務優化，其中包括：

綜合流動應用程式「水務易」為一站式個人化數碼水務資訊平台，讓客戶隨時隨地管理水務帳戶，包括繳付帳單、接收通知、查閱帳單紀錄，並會主動通知用戶所處地區的暫停及恢復供水相關資訊。

全新的數碼服務申請平台，致力簡化供水申請流程，並配合餐飲業等高用水量行業的營運需要逐步優化系統。

人工智能聊天機器人及多國語言對話式語音機器人，將能提升查詢熱線的服務質素並支援客戶互動功能。

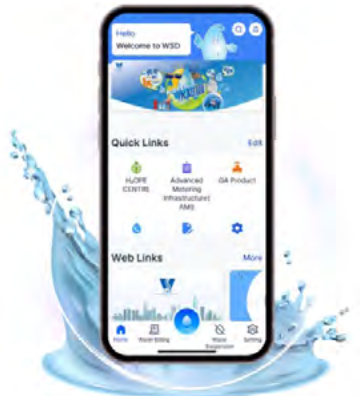
Enhancing Customer Services

In alignment with the Smart Government initiative, we are implementing several service enhancements, including:

The integrated "eWater" mobile app will serve as an all-in-one platform for personalised digital water services, offering customers convenient and seamless access to their water accounts, bill payments, notifications, transactions, and proactive instant updates on location-specific water suspension and resumption.

A new digital service application platform will streamline the water supply application process, progressively facilitating operations for high-water-consumption trades such as catering

AI-powered chatbots and multilingual conversational voicebots will enhance hotline services and customer support interactions



整合數據及雲端

為使上述服務提升措施能順利推行，水務署推行以下基礎建設項目，提升技術硬件配套並打下良好基礎：

- 開發中央分析數據庫，並採用完善的數據管理標準，實現更理想的智慧水務管理決策。
- 建設雲端運算基礎設施，提供一個安全可靠的存輸中心支援我們核心的水務資訊系統，維持營運應變力並保障網路安全。

結合上述各項措施，我們制定了一個完整的數碼策略，帶領水務署逐漸轉型為世界頂尖的智慧公用事業機構。此策略有助我們克服多項重大挑戰，包括減少水管爆裂和滲漏風險，確保供水可靠和安全及提升客戶體驗等，維持本港的優質生活。

Data and Cloud Integration

Supporting these service improvements, the WSD is strengthening its technological foundation through key infrastructure projects:

- Developing a centralised analytical database with robust data governance standards to enable smarter water management decisions
- Implementing cloud computing infrastructure to provide secure, reliable support for core water information systems, ensuring both operational resilience and cybersecurity protection

Together, these initiatives represent a holistic corporate digitalisation strategy to transform the WSD into a world-class smart utility. This strategy is designed to address the major challenges -reducing pipe bursts and leaks, ensuring reliable and wholesome water supplies, and enhancing customer experience - thereby supporting the city's high quality of life.

專題故事 FEATURE STORY

人工智能水錶：減少食水浪費，節省用戶成本
AI-Powered Smart Meters: Turning Water Waste into Customer Savings

隨著全球城市積極採用智慧科技提升韌性，水務署透過引入人工智能和智能水錶技術，幫助高用水量用戶減少食水浪費，藉此推動節約用水。

二零二五年二月推出的「慳水特攻隊」計劃，由水務署與香港大學水資源技術與政策研究中心合作推行，透過高解析度的智慧水錶及人工智能分析技術，為用戶提供度身訂做的節水建議報告，並協助用戶了解用水習慣和效益，有效減少食水浪費和節省成本開支。

As cities worldwide adopt smart technologies to enhance resilience, the WSD is taking a bold step forward in water conservation by leveraging artificial intelligence (AI) and smart metering technology to empower high-consumption customers in slashing water waste.

Launched from February 2025, the Water-smart Taskforce Programme – a collaboration with the University of Hong Kong's (HKU) Centre for Water Technology and Policy, uses high-resolution smart meters and AI analytics to provide tailored water-saving insights report, enabling customers to understand their water usage habits and impacts, thereby curbing water wastage and costs effectively.

Water-smart Taskforce Programme
Water Conservation Services for High-consumption Customers

利用智慧科技，實現精明用水及節省成本

水務署根據大數據分析，發現全港住宅有超過 15% 的總用水量集中在約 1% 的住宅用戶。這種用水分佈呈現「長尾」規律，即少數用戶消耗大量用水，違背正常比例。

「慳水特攻隊」計劃針對 1 000 個高用水量的住宅及非住宅用戶，提供詳細用水狀況評估，費用全免。透過在現有水錶上安裝非入侵式高解析度智能裝置（過程無需改裝喉管），裝置會收集實時用水數據並以物聯網技術傳送至雲端平台，再由人工智能演算法進行分析，以偵測食水浪費、低效率和異常的用水情況。

「慳水特攻隊」計劃全面推行之前在大澳進行試點項目並取得成功，參與家庭的總用水量下降了六個百分點，充分體現結合智慧技術與行為改變能有效減少食水浪費。

The Water-smart Taskforce Programme builds on the success of a pilot initiative in Tai O, where participating families achieved a 6 per cent reduction in water consumption, proving how smart technologies and behavioural changes can combine to deliver measurable savings.

Smart Technologies for Smarter Savings

According to the department's big data analytics, about 1% of domestic customers account for over 15% of the city's total domestic water consumption. The distribution follows a "long tail" pattern - a small group of users consume a disproportionately large amount of water.

The Water-Smart Taskforce Programme targets 1 000 domestic and non-domestic customers of high water consumption, who receive detailed water usage check-ups free of charge. By installing non-intrusive high-precision smart devices on existing water meters (without requiring pipe and plumbing system modifications), the system collects real-time usage data, which is then transmitted to the cloud platform through IoT technology, then analysed by AI algorithms to detect water waste, inefficiencies and abnormalities.

「我們借助人工智能和其他智慧技術，分析用戶的用水習慣及找出主要的用水來源例如煮食、洗衣、沐浴等，並進一步檢測有沒有隱藏的漏水情況。這項措施為用戶提供數據和工具進行以資訊為本的決策，協助他們減少浪費及節省開支。

我們為「慳水特攻隊」計劃訂下的目標現已達成，每年減少用水量達 50 萬立方米，相當於 200 個奧運標準游泳池。」

"With AI and smart technologies, we can identify whether water is mainly used for cooking, laundry, or showers - and even detect hidden leaks. This equips customers with data and tools to make informed decisions, helping them reduce waste and save money.

The Water-smart Taskforce Programme has successfully achieved its goal of reducing annual water consumption reduction by 500 000 m^3 - a volume equivalent to 200 Olympic - sized swimming pools."

水務署高級工程師(節約用水)馮肇焯

Peter Fung, WSD Senior Engineer (Water Conservation)

率先在酒店推廣節水節能
Hotels Lead the Way in Water and Energy Savings

在計劃推行初期，一個旗下擁有三間酒店的酒店集團參與項目，成效立竿見影，其後集團形容這次體驗十分成功並實現了合作雙贏。

One of the programme's early adopters is a hospitality group with 3 hotels, which saw immediate benefits and described the experience as a win-win collaboration.

「智慧水錶實時監測我們旗下物業的用水情況，提供精細數據，讓我們能迅速採取針對性並有效的措施。

計劃協助我們發掘更多節省用水的方法，大幅降低水費開支，同時加強用水管理的可持續發展，令我們更快達成目標。」

"The smart water meters provide real-time, granular data on water use across our properties, enabling us to implement specific and effective actions promptly.

This programme has empowered us to uncover water-saving opportunities, slash utility costs, and enhance sustainable water management, thereby advancing our sustainability goals."

物業及酒店集團可持續發展總經理黎戈

Amie Lai, Property & Hotel Group Sustainability Department General Manager

推動數據為本用水審計，促使行為改變
Data-driven Water Audits Inspire Behaviour Changes

「透過為期八周的慳水行動中，我們的人工智能水錶提供度身訂做的用水建議和提示，準確顯示用戶在什麼環節浪費食水，並實時追蹤節約用水的成效。以真實數據推動行為改變 - 首批參與的住戶中，超過八成已成功減少用水量。」

"Through an 8-week water conservation campaign, our AI-powered smart meters provide personalised water usage advice and alerts, showing customers exactly where they waste water and tracking their conservation progress. Seeing real data motivates action – over 80% of the first batch of domestic participants successfully slashing their water consumption."

香港大學水資源技術與政策研究中心行政總監李煜紹

Fredrick Lee, HKU Centre for Water Technology & Policy Executive Director

實施針對性干預措施，提高節約用水成效

「慳水特攻隊」計劃積極主動調查並解決高用水問題。以下將展示兩個案例，突顯計劃透過實施精準及可行的干預措施，在提高用水效率及為用戶減省用水方面擔任重要角色。

Targeted Interventions Achieving Significant Conservation

The Water-smart Taskforce Programme proactively investigates and resolves high-water consumption issues, as demonstrated by the following 2 representative cases. These cases underscore the programme's critical role in promoting water efficiency and achieving significant conservation through precise and actionable interventions.

案例一 Case 1

水管內部漏水

計劃發現一處商業場所的內部水管持續漏水，導致每年水費高達一百多萬元。其後商場實行針對性維修工作，水流量從每分鐘 420 公升大幅降低至每分鐘 100 公升。計劃成功為該處所的用水量減少近三分之二，大大減低營運成本。

Leakage in Internal Plumbing

The Programme identified a commercial premise suffering from continuous leaks in its inside service pipes, resulting in an exorbitant annual water bill of over $1 million. Through targeted repair work, the water flow was dramatically reduced from 420 litres per minute to 100 L/min. This invention successfully cut the premise's water consumption by almost two-thirds, averting major operational costs.

用水量減少近
Water consumption reduced by almost **2/3**

案例二 Case 2

供水裝置故障

計劃其中一個經常發現的問題是儲水設備故障，如浮球閥損壞等。我們在一間酒店的冷卻塔發現一個失靈的浮球閥導致持續漏水，令其水箱需不時注入新水。酒店經計劃建議並進行維修工程後，水流量從每分鐘 80 公升降至 40 公升，令該系統的用水量減少 50%。

Faulty Water Fixtures

A common issue uncovered by the Programme is malfunctioning water fixtures, such as defective ballcocks. One example was a hotel cooling tower where a faulty ballcock caused continuous water drain leading to intermittent tank refilling. After the Programme facilitated repairs, the water flow dropped from 80 L/min to 40 L/min, securing a 50% reduction in water usage for that system.

用水量減少
Water consumption reduced by **50%**

專題故事 FEATURE STORY

東江水：滋養生息，惠澤社區
Dongjiang Water: Fueling Growth · Sustaining Communities

東江水一直以來是香港不可或缺的水源，二零二五年正值東江水供港六十周年，是香港歷史上的一個重大里程碑。六十年來，這條至關重要的生命線一直支撐著香港的繁榮發展，令我們的水資源從短缺貧乏走向穩定及具韌性的供水，推動香港持續進步。

為了紀念和傳承這段歷史，並表達對國家長期支持的感謝，水務署自二零二四年九月起舉辦了一系列紀念活動，邀請學生、市民、業界夥伴和國際同行參與，旨在加深對東江水在香港可持續發展中重要性的理解和重視，同時促進在節約用水、智慧基礎設施、水質和創新等領域的跨界合作。

2025 marks a historic milestone - the 60th anniversary of Dongjiang water's indispensable supply to Hong Kong. For six decades, this vital lifeline has sustained the city's prosperity, transforming water scarcity into security and resilience for remarkable growth.

To honour this legacy and express our gratitude to the motherland, the WSD has organised an extensive series of commemorative activities since September 2024, engaging students, the public, industry partners and international counterparts. These activities aim to deepen understanding and appreciation for the crucial role of Dongjiang water in Hong Kong's sustainable development, while fostering cross-sector and cross-boundary collaboration in water conservation, smart infrastructure, water quality and innovation.

「東江：一脈相連，飲水思源」紀念活動

"DONGJIANG RIVER - AN INSEPARABLE BOND, OUR BLESSED ORIGIN" COMMEMORATIVE ACTIVITIES

粵港兩地政府聯合慶祝
Joint Celebration by Guangdong and Hong Kong Governments

粵港兩地政府於二零二五年三月三十一日在香港特別行政區總部舉行「東江水供港六十周年紀念典禮暨「舞動水滴展」開幕禮，並由行政長官李家超先生和廣東省省長王偉中先生主持儀式。在儀式上首播了一部紀錄片，回顧東江水輸水工程的歷史，以及對香港的深遠意義。

On 31 March 2025, the governments of Guangdong and Hong Kong jointly held the 60th Anniversary Commemoration Ceremony and launched the Dancing Water Drops Exhibition at the Central Government Offices. Officiated by the Chief Executive Mr John Lee and Guangdong Governor Mr Wang Weizhong, the event premiered a documentary chronicling the history and enduring significance of the Dongjiang-Shenzhen Water Supply Scheme's history and significance.

觀看紀錄片《尋源之路》的精華片段，僅提供中文版本。

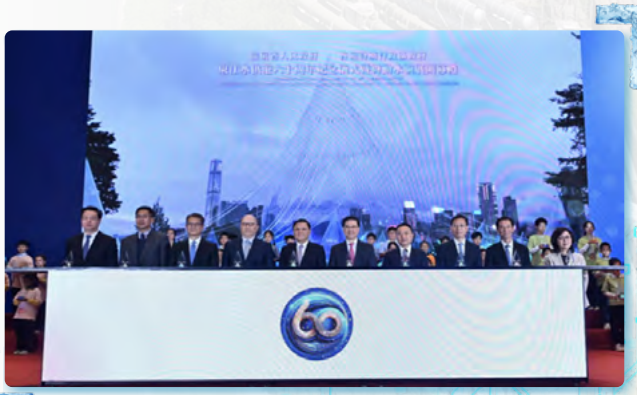
Watch the highlight video of the documentary on Dongjiang water"Tracing the Source: The Dongjiang Water Story" (尋源之路), available in Chinese only.

行政長官強調東江水對香港經濟可持續發展的重要性，並使市民的生活質素得到保障。

The Chief Executive emphasised Dongjiang water's role in Hong Kong's economic sustainability and quality of life.

廣東省省長重申，廣東省堅定履行為港供水的承諾，致力供應可靠、安全和優質的水源，促進香港長遠的繁榮穩定。

The Governor of Guangdong Province reaffirmed Guangdong's commitment to ensuring reliable, safe and high-quality water for Hong Kong's long-term prosperity and stability.



貴賓主持開幕禮，並為「舞動水滴展」揭開序幕。

Honourable guests officiated at the ceremony and unveiled the Dancing Water Drops Exhibition.

國際水務領袖高峰論壇
International Water Pioneers Summit

二零二五年四月舉行的高峰論壇，以「智慧水務 · 高質量發展」為主題，匯聚全球供水行業知名的政策制定者、專家、學者和高級政府官員，共同探討供水發展的新機遇與合作前景。

是次高峰論壇由水務署聯同其他專業機構合辦，吸引近 5 000 名參加者以線上線下形式參與，充分突顯香港作為內地與世界各地超級聯繫人的獨特優勢。

Held in April 2025 under the theme of "Smart Water · High-Quality Development", the Summit convened internationally renowned policymakers, experts, academicians, and senior government officials in the water supply sector to explore new opportunities and prospects for collaboration in Hong Kong.

Jointly organised by the WSD and other professional institutes, the Summit attracted an onsite and offline participation of around 5 000 people, fully unleashing Hong Kong's distinctive role of a connector between the country and the rest of the world.

行政長官李家超、水利部部長李國英、廣東省省長王偉中、時任中央人民政府駐香港特別行政區聯絡辦公室（中聯辦）主任鄭雁雄、中央港澳工作辦公室室務會成員向斌、財政司副司長黃偉綸、中聯辦副主任祁斌、廣東省副省長張少康、發展局局長甯漢豪，以及水務署署長黃恩諾主持論壇開幕禮。

The Chief Executive, Mr John Lee; the Minister of Water Resources, Mr Li Guoying; the Governor of Guangdong Province, Mr Wang Weizhong; the then Director of the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region (HKSAR), Mr Zheng Yanxiong; Member of the Office Leadership of the Hong Kong and Macao Work Office of the Communist Party of China Central Committee, Mr Xiang Bin; the Deputy Financial Secretary, Mr Michael Wong; Deputy Director of the Liaison Office of the Central People's Government in the HKSAR Mr Qi Bin; Vice Governor of Guangdong Province Mr Zhang Shaokang; the Secretary for Development, Ms Bernadette Linn, and Director of Water Supplies, Ir Roger Wong officiated at the opening ceremony of the Summit.

500 多位官員、學者和水務專家參加主題演講和討論環節，內容涵蓋供水安全、技術、安全、綠色解決方案、創新，以及各個範疇的國際合作包括水質、可持續發展和公共健康等。

Over 500 officials, academics and water experts participated in keynote presentations and discussions, covering topics of water security, technologies, safety, green solutions, innovation, as well as international cooperation for ensuring water quality, sustainability, and public health benefits.

有別於傳統的學術論壇，是次論壇融合中國水文化和藝術元素，為國內外參會者留下深刻印象及難忘體驗。論壇不僅展現內地先進的水務技術和專業知識，同時突顯中國博大精深的用水文化。透過這些文化技術交流我們期望能促進全球在水資源管理、技術創新和文化交流方面的合作。

Unlike traditional academic forums, the Summit uniquely blended Chinese water culture and artistic elements, creating a memorable experience that deeply impressed both local and international attendees. The event showcased China's advanced water supply technologies and expertise, while highlighting the profound wisdom of its water culture – demonstrating how these contributions can foster global collaboration in water resource management, technological innovation and cultural exchange.

舞動水滴展
Dancing Water Drops Exhibition

為慶祝東江水供港 60 周年，國際知名藝術家馬興文特別呈獻大型藝術裝置展，展出不同大小的「不倒翁」小水滴裝置，象徵東江水為香港注入生命力和社會共融的文化氣氛，以及香港人堅毅不屈的精神。在母親節當日，我們更展出高達 28.8 米巨型水滴裝置，規模遠超同類型展覽，寓意東江水供港源源不絕，好比母親對子女的無微不至、深厚的愛。

This large-scale art installations exhibition was specially created by internationally acclaimed artist Simon Ma in celebration of the 60th anniversary of Dongjiang water supply to Hong Kong. The display of "never-fall" water drop-shaped installations of various sizes symbolises the vitality and inclusion that Dongjiang water brings to Hong Kong and the "never-give-up" spirit of Hong Kong people. On Mother's Day, the exhibition also presented a 28.8-metre-tall giant water drop sculpture, which is by far the largest of its kind among similar exhibitions, signifying the uninterrupted Dongjiang water supply to Hong Kong, like a mother's great love and care for her children.

「舞動水滴展」於 二零二五年四月至六月在添馬公園及中西區海濱長廊（中環段）舉行。

Dancing Water Drops Exhibition was held from April to June 2025 at Tamar Park and the Central and Western District Promenade (Central Section).

「識水思源」國家水利建設暨文化科技參訪團

由水務署、香港工程師學會及香港教育工作者聯會合辦的「識水思源」國家水利建設暨文化科技參訪團，於二零二五年七月率領120名參加者參觀「南水北調」工程相關的水利建設，包括鄭州市「穿黃工程」、北京市的團城湖調節，以及「南水北調」中線總調度中心。在為期五天的行程中，參與者亦參觀了鄭州、安陽和北京的歷史、文化及科技地標。參訪團中學生團員與北京當地中學生互動交流，共同創作以東江水為主題的藝術裝置。

Study Tour on National Water Infrastructure, Culture and Technology

Jointly organised by the WSD, the Hong Kong Institution of Engineers and the Hong Kong Federation of Education Workers, the July 2025 study tour brought 120 participants to key facilities of the South-to-North Water Diversion Project. These included the "Crossing the Yellow River Project" in Zhengzhou, Tuancheng Lake Regulating Pond, and the central dispatch centre of the middle route of the South-to-North Water Diversion Project in Beijing. During the 5-day tour, participants also explored historical, cultural and technological landmarks in Zhengzhou, Anyang and Beijing. Secondary school students from the tour also interacted with local peers in Beijing and co-created an art installation inspired by Dongjiang water.

來自各專業界別的考察團成員參觀位於鄭州的「南水北調」中線「穿黃工程」。

Tour members from the professional sector visited the "Crossing the Yellow River Project" under the middle route of the South-to-North Water Diversion Project in Zhengzhou.

發展局局長甯漢豪（第二排左八）、發展局常任秘書長（工務）劉俊傑（第二排左九）、水務署署長黃恩諾（第二排左七）在北京的團城湖調節池與參訪團成員合影。

The Secretary for Development, Ms Bernadette Linn (2nd row, 8th from left); the Permanent Secretary for Development (Works), Mr Ricky Lau (2nd row, 9th from left) and the Director of Water Supplies, Ir Roger Wong (2nd row, 7th from left) pictured with the tour group at Tuancheng Lake Regulating Pond in Beijing.

參訪團中學生團員與當地中學生互動交流，共同創作以東江水為主題的藝術裝置，水務署署長黃思諾先生亦參與其中。

Secondary students in the tour group engaged in an exchange with the local students and collaboratively created an art installation of Dongjiang water, in which the Director of Water Supplies, Ir Roger Wong (2nd from left) also participated.

全民參與互動活動
Engaging-All, Territory-Wide Events

為吸引更多市民投入參與，水務署就著不同年齡層人士和興趣設計了一系列多元化的水資源教育和宣傳活動。從走遍香港各區的互動式巡迴展覽，以至不同的戶外體驗活動如跑步比賽、打卡挑戰賽，以及水務設施導賞活動等，務求將水資源教育帶進生活中。

為了讓學生了解東江水的歷史和發展，令他們體會國家對香港供水安全的全力支持，我們舉辦了不同學校專題講座、內地考察團，以及填色及繪畫比賽。

To cater for diverse interests and age groups, the WSD has curated a wide array of water education and publicity events. From interactive roving exhibitions across Hong Kong to active outdoor experiences like running competitions, photo-taking challenge and guided waterworks tours, these initiatives bring water education to life.

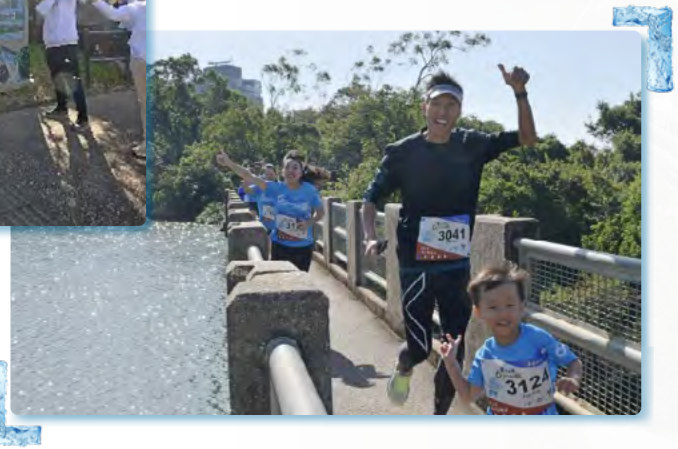
Thematic school talks, Mainland study tours, and Colouring and Drawing Competitions were also organised for students to learn about Dongjiang water's history and developments, enabling them to witness the country's unwavering support for Hong Kong's water security.

水務署於 20 多個不同地點舉辦互動巡迴展覽，細說東江水供港的故事。透過互動虛擬實境體驗、富趣味性的問答遊戲和珍貴的歷史照片，包括六十年代旱災和東深供水工程實況，讓參觀者對東江水資源的重要性有一個全新的體會。展覽亦重點介紹香港為保障水質和安全所實施的各項措施。

Interactive roving exhibitions across over 20 different locations brought the story of Dongjiang water to life. Through engaging virtual reality experiences, quiz games and precious historical photos, including gripping images of 1960s droughts and the Dongjiang-Shenzhen Water Supply Scheme, visitors gained new appreciation for this vital water resource. The exhibitions also highlighted ongoing initiatives safeguarding water quality and security in Hong Kong.

東江供水 60 周年傳承跑於香港仔水塘舉行，反應熱烈。賽事分為 8 公里個人賽和 3 公里親子賽，吸引合共超過 450 名參賽者參加。跑手和家人除了可欣賞賽道兩旁的優美風景外，沿途亦設置了有關東江水供水設施的教育遊戲，令活動有益身心之餘亦能增強節約用水的意識。

The running competitions at the Aberdeen Reservoir drew enthusiastic crowds with its 8km individual race and 3km family race, attracting over 450 participants. Runners and families not only enjoyed the scenic course but also engaged in educational games about Dongjiang water supply facilities, combining fitness with water conservation awareness.



我們將其中一段東江水輸水管佈置成生動活潑的大熊貓和竹林，水務署吉祥物「滴惜仔」亦披上熊貓服亮相。活動吸引市民探索各項水務設施，並讓他們參加打卡挑戰賽與其他人分享活動的樂趣。

A section of the Dongjiang water main was transformed into a playful bamboo forest scene with pandas, and the WSD mascot "Water Save Dave" dressed in a panda costume. The vibrant display invited the public to explore various waterworks facilities and join the fun through the photo-taking challenge.

我們的水塘儲存著品質優良的東江水，成為一個優質魚類的培育基地。水務署貫徹「養好魚先要養好水」的理念，推出了「好水好魚」計劃，將優質魚類製成特色產品並在市場發售。為推廣這些優質魚產品，水務署與漁農自然護理署於二零二五年六月合辦「好水好魚」標誌創作比賽。贏得比賽的設計會成為各優質水塘魚產品的品牌標誌，象徵著天然、優質水源及可持續發展的漁業。

Thanks to the reservoirs storing high-quality Dongjiang water, they have become breeding grounds for premium fish. Inspired by the concept that "to raise good fish, one must first cultivate good water" the Water Supplies Department launched the "Good Water Good Fish" program, transforming high-quality fish into specialty products for the market. To promote these premium fish products, in partnership with the Agriculture, Fisheries and Conservation Department, the WSD is launched the Good Water Good Fish Logo Design Competition in June 2025. The winning design will be used as the official mark for premium reservoir fish products, celebrating the synergy between natural, high-quality water and sustainable fisheries.

我們舉辦以東江水為主題的內地考察團和主題導賞團，令參加者對水利建設加深認識，以及了解東江水供港的歷史及其重要性。

The Mainland study tours and thematic guided tours of Dongjiang water fostered knowledge of water infrastructure, and history and importance of Dongjiang water supply to Hong Kong.

我們舉行填色及繪畫比賽暨「惜水學堂」頒獎典禮，表揚學校、老師和學生積極參與「慶祝東江水供港六十周年」活動。以《東江供水六十週年：「東江水」滴滴皆珍貴」》為主題校園巡迴宣傳活動反應熱烈，獲得 100 多間學校的參與支持。我們亦透過「惜水學堂」教育計劃整合課程，惠及超過兩萬名師生。有關活動詳情，請參閱「匯流共創」中「推動精明的用水文化」章節。

The Colouring and Drawing Competitions and Cherish Water Campus Award Ceremony recognised schools, teachers and students for their enthusiastic participation in the 60th anniversary celebration. The school roadshows, entitled "Dongjiang Water 60-Year Anniversary: Dongjiang Water and Water Conservation", proved highly popular receiving over 100 school applications. Through the "Cherish Water Campus" Integrated Education Programme, these initiatives are expected to benefit more than 20 000 teachers and students. Read more commemorative activities in "Promoting Water-Wise Culture" section under "Facilitate" Chapter.

我們推出了一套四款的限量版「滴惜仔」家族盲盒公仔，造型有趣並具紀念及收藏價值。在這個系列中內含一款稀有款式，即熊貓造型「滴惜妹」限量特別版公仔，抽中機率為六十分之一。

A special set of 4 'Water Save Dave' family blind box dolls has been created as exclusive collectibles. The collection features a particularly rare variant - the Water Supplies Department mascot 'Sister of Water Save Dave' dressed in a panda costume, with only a 1-in-60 chance of obtaining this special edition.

重大里程與發展：東江水供港計劃
Milestones & Events: Dongjiang Water Supply to Hong Kong

1963-64

一九六三至六四年期間，香港經歷了嚴重的旱災，在限水措施最嚴峻的期間，每 4 天僅供水 4 小時。

Hong Kong suffered a severe drought during 1963-64 - water was supplied for only 4 hours in every 4 days at the worst time of water rationing measures.

一九六三年，中央人民政府撥出專款，啟動了東深供水工程。

Dongjiang-Shenzhen Water Supply Scheme was implemented with a special fund by the Central People's Government for its construction works in 1963.

1965

一九六五年三月，東江水正式供水至香港，供市民日常生活及工業用途。

In March 1965, the supply of Dongjiang water to Hong Kong was commissioned for both household and industrial use.

1965 - 2025

隨著東深供水工程擴建，香港每年供水量從六十年代的 6 800 萬立方米增加至二零二四年的 8.2 億立方米，增長達 12 倍。過去 60 年間，香港獲得的累計供水超過 300 億立方米。

Annual water supply capacity was increased 12-fold from 68 million m^3 in 1960s to 820 million m^3 in 2024 with the expansion of the Dongjiang-Shenzhen Water Supply Scheme. In the last 60 years, over 30 billion m^3 of water was delivered to Hong Kong.

2025

東江水佔香港食水供應的 70% 至 80%，是香港的主要水源，並已實證比海水化淡更具成本效益。

Dongjiang water accounts for 70% to 80% of Hong Kong's fresh water consumption, serving as the city's primary water resource and proving more cost-effective than desalination.

點滴話你知

Did you know?

為了解決香港嚴重缺水的問題，並應付不斷增長的人口和經濟發展需求，中國政府於一九六五年僅用11個月便完成興建一條長達83公里的人工運河——這項卓越的工程壯舉確保香港供水穩定可靠，並支持著本地的發展和繁榮。這個輸水系統：

To address Hong Kong's severe water shortage and support its growing population and economy, the Chinese authorities completed an 83-kilometre artificial water channel in just 11 months in 1965 – a remarkable engineering feat to ensure a stable and reliable water supply for Hong Kong's growth and prosperity! This system:

將天然河流的流向逆轉成由北向南
Reversed natural river flows from north to south

跨越
Cut through
6 座高山 mountains

經過多級抽水站將水位從海平面以上2米提升至
Lifted water levels through multi-stage pumping stations from 2 metres above sea level to
40–60 米 metres

聘僱數萬名廣東省工人參與建設
Employed tens of thousands of workers from Guangdong Province for construction

涓流潤澤
FOSTER

為持續提升供水的韌性、食水安全及質素，水務署積極開拓水源，並致力將水務數碼化和減低碳排放。我們透過應用智慧創新技術優化運作流程，旨在提升效率並為我們的服務增值，確保能滿足香港持續轉變的需求。

Enhancing water resilience, safety and quality through diversified sources, digitisation and decarbonisation. Leveraging smart innovations, we optimise operations and deliver efficient, value-added services to meet Hong Kong's evolving needs.

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全面水資源管理策略
Total Water Management Strategy

為確保本港供水穩定並提高食水供應的韌性，水務署於二零一九年完成了「全面水資源管理策略」（簡稱「策略」）的檢討工作，新修訂的策略採取雙管齊下的方針：

To ensure the sustainability and resilience of Hong Kong's water supplies, the WSD completed a review of the Total Water Management (TWM) Strategy in 2019. The updated strategy adopts a two-pronged approach:

控制食水需求增長 - 透過實施節約用水、管理用水流失，以及擴大使用次階水作非飲用用途等措施

Containing fresh water demand growth through conservation, water loss management and expanded use of lower-grade water for non-potable purposes

提升供水的韌性 — 致力開拓多元化水源，包括將軍澳海水化淡廠的落成並開始投產（佔總食水供應的百分之五）

Building supply resilience by diversifying water resources, including the completion of the Tseung Kwan O Desalination Plant (providing 5% of fresh water supply)

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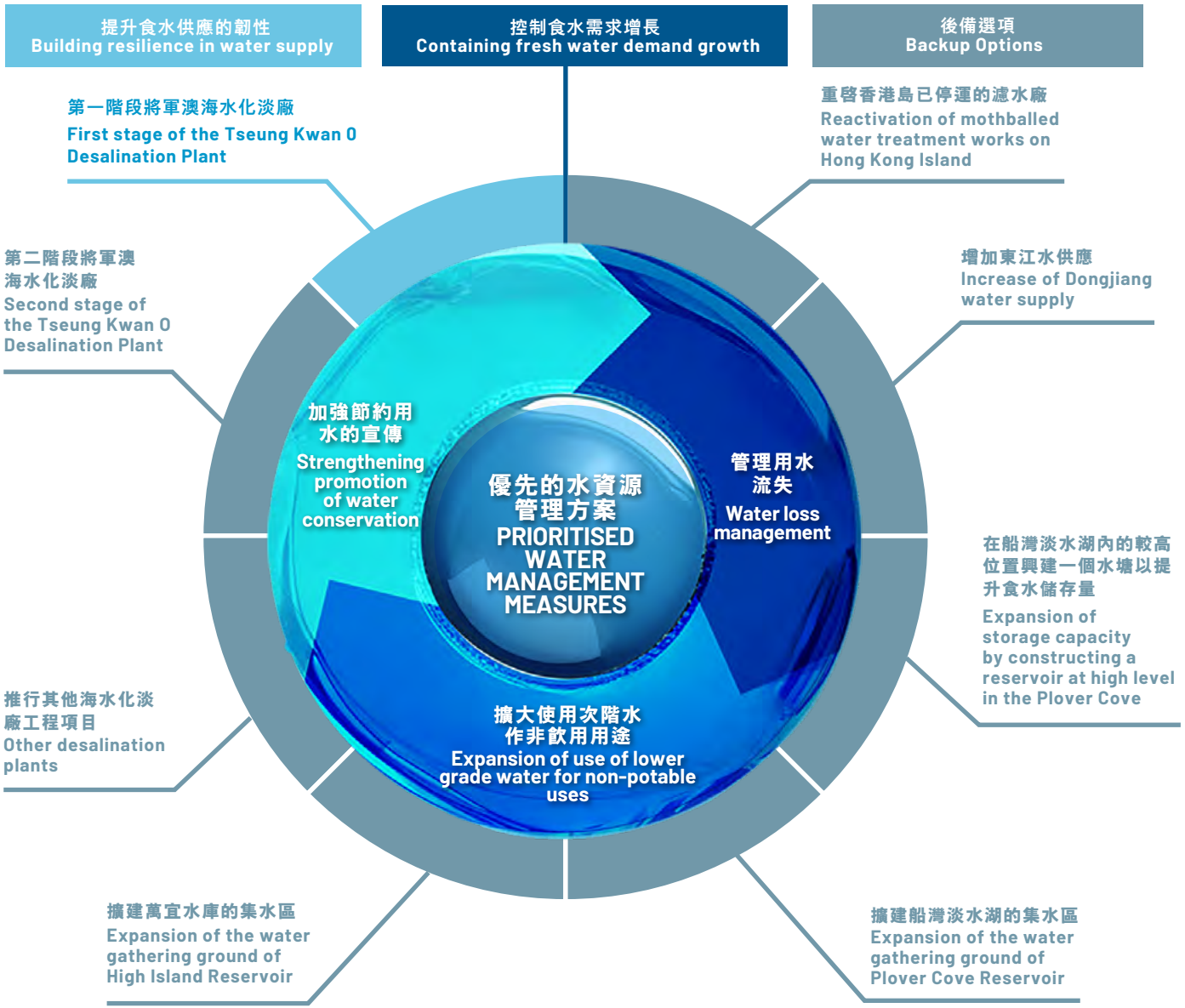
全面水資源管理策略及措施
Total Water Management Strategy and Measures



水務署制定多項後備措施，包括擴建海水化淡設施、擴建水塘、重啟停運的濾水廠，以及增加東江水供應量，為未來有可能出現的極端情況做好準備。我們亦會定期檢討「策略 2019」，更新水務技術的相關數據如成本效益、可靠性及可持續發展表現等，並切合持續轉變的用水需求及氣候變化影響，制定合適的策略。

To prepare for extreme scenarios, backup measures such as additional desalination capacity, reservoir expansion, reactivation of dormant water treatment facilities, and increased Dongjiang water supply are in place. The Strategy 2019 is regularly reviewed to adapt to the evolving demand, climate impacts, and advancements in cost-effective, reliable and sustainable water technologies.

水資源及用水量

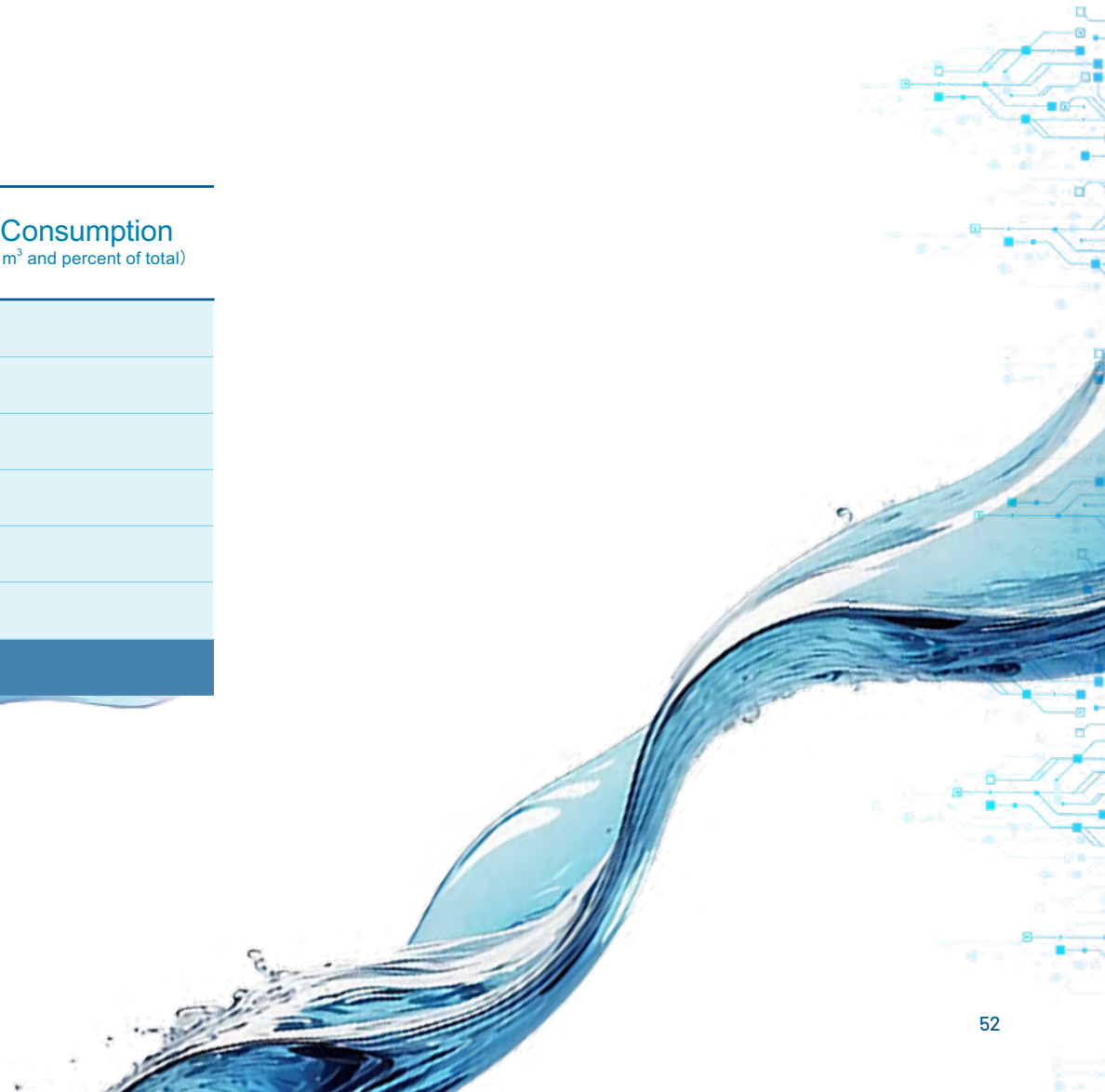
香港現時有四大水源，長期維持供水穩定：包括從本地集水區收集的雨水、由廣東省輸入的東江水、將軍澳海水化淡廠的淡化海水，以及沖廁用的海水。在二零二四年，香港的總用水量達 1 368 百萬立方米。

WATER RESOURCES AND CONSUMPTION

Hong Kong enjoys a reliable water supply supported by 4 sources : rainwater from local catchments, imported Dongjiang water from Guangdong Province, desalinated water from Tseung Kwan O Desalination Plant and salt water for toilet flushing. In 2024, total water consumption reached 1 368 million m^3.

二零二四年按用水類別劃分的食水用量
Annual Fresh Water Consumption by Sector 2024

用水類別 Sector	食水用量 Fresh Water Consumption （百萬立方米及佔總用量百分比）（million m^3 and percent of total）
住宅用水 Domestic	**600 (56.6%)**
工業用水 Industrial	**58 (5.5%)**
服務業及商業用水 Service Trades	**272 (25.6%)**
政府用水 Government Establishments	**51 (4.8%)**
建築及船舶用水 Construction & Shipping	**21 (2.0%)**
臨時淡水沖廁 Flushing	**58 (5.5%)**
食水總用量 Total Fresh Water Consumption	**1 060 (100%)**



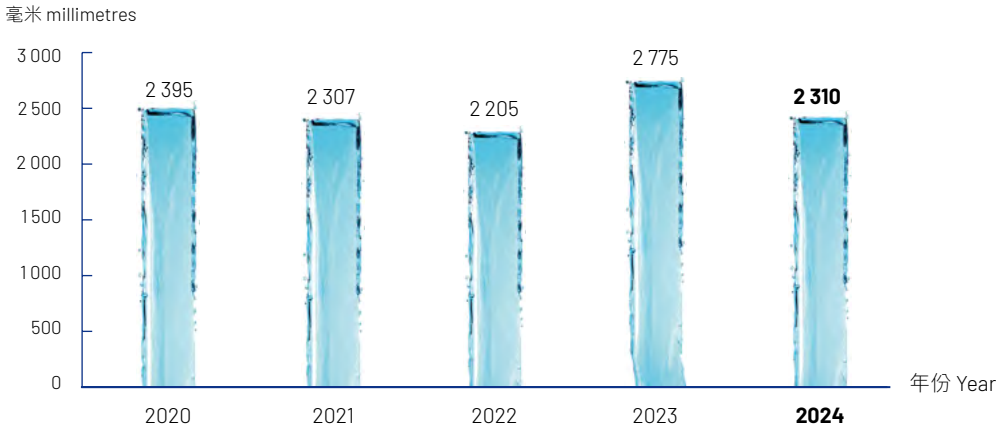
本地集水

儘管香港山多地少，其雨水收集和貯存設施完備，覆蓋範圍亦非常廣闊。為避免水源受污染，本地雨水的集水區絕大部分處於郊野公園範圍內，並受到嚴格管理。我們以多重防護措施，如管控各集水區的發展、定期抽樣檢查水源及監測水質的情況，以確保水質安全。

Local Yield

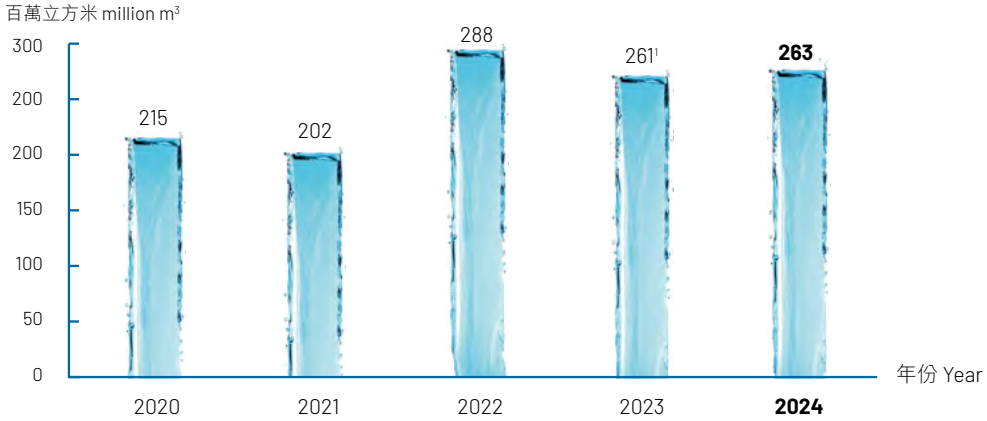
Despite the undulating terrain, Hong Kong maintains an extensive rainwater collection and storage system. The local yield is collected through catchment areas, predominately within country parks that are well regulated and protected from contamination. We adopt a multiple barrier approach to controlling development, conducting regular inspections and monitoring water quality to ensure water safety.

二零二零至二零二四年全年降雨量
Annual Rainfall and Net Yield 2020 – 2024



註：長期平均降雨量為 2 431 毫米
Note : Long-term mean rainfall is 2 431 mm

二零二零至二零二四年全年淨集水量
Annual Net Yield 2020 – 2024



[1] The rainfall distribution in 2023 was highly uneven. The first half of the year experienced prolonged dry conditions, while September brought episodes of extreme rainfall. This led to overflow at some smaller-capacity reservoirs, thereby reducing the net yield effectively collected.
二零二三年的降雨量並不平均，上半年雨量稀少，直至九月卻迎來極端暴雨，導致部分容量較小的水塘水滿外溢，因此淨集水量有所下降。

東江水

單靠本地集水不足以應付香港龐大的用水需求。為此，我們與廣東簽署東江水供水協議，以統包方式訂明每年輸入東江水的上限，並按照本港實際需要靈活調節供水量，源源不絕為香港供應穩定的水源。

Dongjiang Water

To fill the gap between Hong Kong's local yield and water demand, we import Dongjiang water through a package deal arrangement, up to a predetermined annual ceiling as stipulated in the agreement on the supply of Dongjiang water to Hong Kong. This flexible arrangement ensures a reliable water supply that adapts to the city's actual consumption needs.

淡化海水

將軍澳海水化淡廠在第一期二零二三年十二月開始投產，為香港提供一個不受氣候變化影響及穩定的新水源。將軍澳海水化淡廠採用最先進的逆滲透技術，所生產的食水完全符合「香港食水標準」，每日食水產量為 13.5 萬立方米，約佔本港總食水用量的百分之五。

將軍澳海水化淡廠連同北港濾水廠和將軍澳食水主配水庫，主要為西貢、東九龍及香港島部分地區提供食水。

Desalinated Water

Commissioned in December 2023, the first stage of the Tseung Kwan O Desalination Plant (TKODP) provides a climate-resilient and stable water source. Utilising advanced reverse osmosis technology, the plant produces potable water that complies with the "Hong Kong Drinking Water Standards" with a daily output of 135 000 m^3, meeting 5% of Hong Kong's total fresh water demand.

The TKODP, along with the Pak Kong Water Treatment Works and the Tseung Kwan O Fresh Water Primary Service Reservoir, supplies drinking water to Sai Kung, East Kowloon and part of Hong Kong Island.

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沖廁用海水

自一九五零年代起香港已經率先引入海水沖廁。目前，我們的海水供應網絡覆蓋達全港約 85% 的人口，供應約 3.2 億立方米海水作沖廁用途。

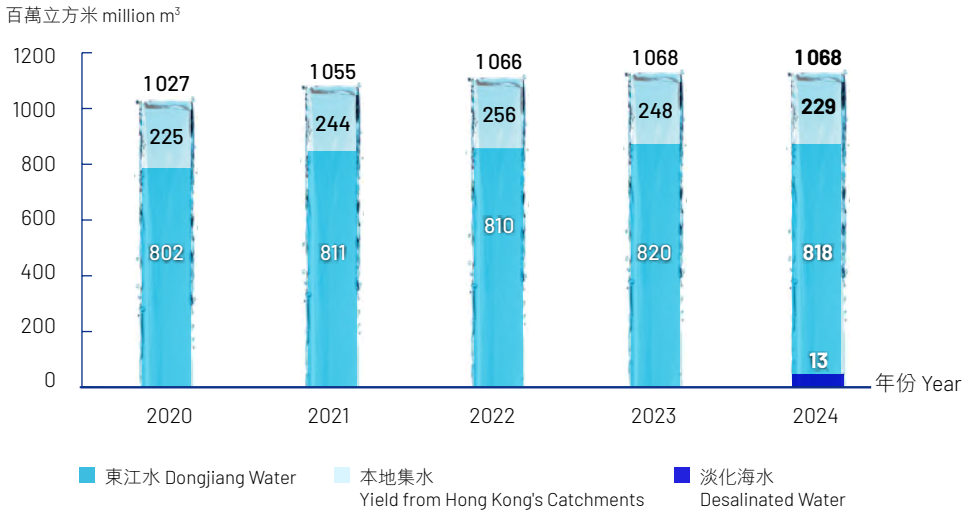
使用海水沖廁不僅有助節省珍貴的食水資源，亦因用電量較低，有效減低供水生產成本及碳排放。

Salt Water for Flushing

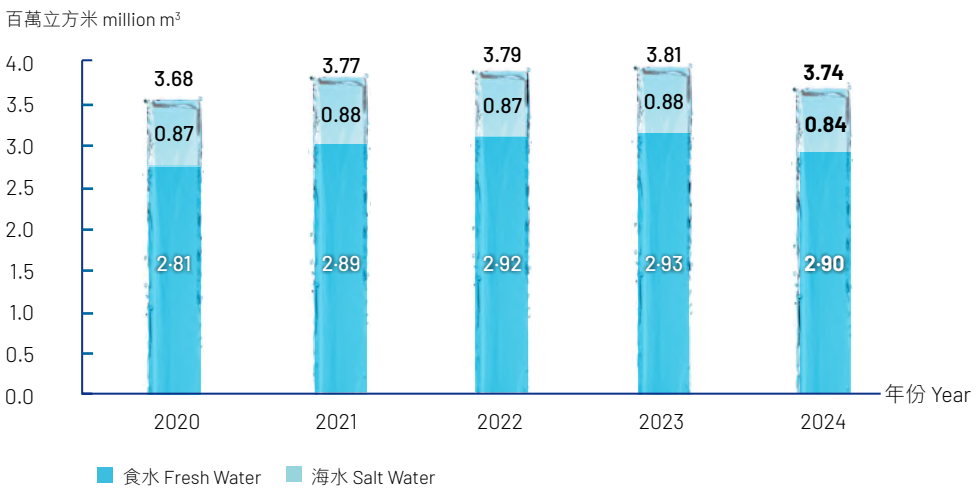
Hong Kong has pioneered the use of salt water for toilet flushing since the 1950s. Today, our dedicated salt water supply network serves approximately 85% of the population, and delivers about 320 million m^3 of seawater for flushing.

Using salt water for flushing not only conserves precious freshwater resources, but also reduces production costs and carbon emissions through reduced energy use.

二零二零至二零二四年全年食水供應
Annual Quantity of Fresh Water Supply 2020 – 2024



二零二零至二零二四年全年日均用量（食水及海水）
Total Average Daily Water Consumption (Fresh Water and Salt Water) 2020 – 2024



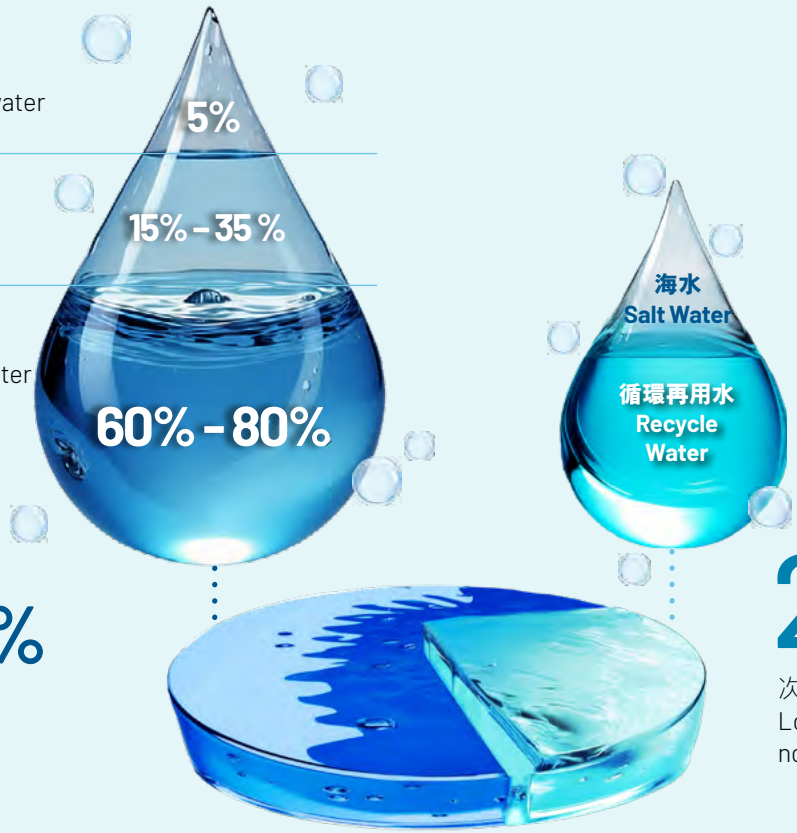
未來用水展望

為提高香港對氣候變化的韌性及應付本地食水需求增加，我們積極開發不同的新水源，包括淡化海水和循環再用水（即再造水、重用中水及回收雨水）。為確保供水來源的多樣性及可持續發展，我們為香港的水資源組合訂下目標，食水資源佔 75%，而非飲用的次階水則佔餘下 25%。

Future Water Outlook

To strengthen climate resilience and address growing demand, the WSD is expanding Hong Kong's water sources through desalination and water recycling (viz reclaimed water, treated grey water and harvested rainwater). The target water supply will comprise 75% fresh water for potable needs and 25% lower grade water for non-potable uses, ensuring a diversified and sustainable portfolio.

未來的香港水資源組合
Diversified Portfolio of Future Water Resources in Hong Kong



開發新水源
Expanding Water Sources

淡化海水
Desalinated Water

再造水
Reclaimed Water

中水重用
Grey Water

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全面水資源管理策略 – 控制食水需求增長

有效控制食水需求增長是我們全面水資源管理策略的基石，對香港的可持續發展至關重要。我們現正推行以下三大用水需求管理措施：

TOTAL WATER MANAGEMENT STRATEGY – CONTAINING FRESH WATER DEMAND GROWTH

As a cornerstone of our Total Water Management Strategy, containing fresh water demand growth is essential for Hong Kong's sustainable development. We are taking forward 3 major water demand management initiatives:

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節約用水

智能水錶系統

作為發展香港成為智慧城市的其中一環，水務署現採用有線及無線的智能水錶系統實時監測用水情況，能有效優化水資源管理並推廣節約用水。透過在現有樓宇中應用 LoRaWAN、Wize 和 NB-IoT 等多種網路通訊技術，能因應市區及郊區的實際需要建立合適並可擴充的網絡平台，方便日後安裝智能水錶系統。

WATER CONSERVATION

Advanced Metering Infrastructure

As part of Hong Kong's smart city development, the WSD is implementing both wired and wireless Advanced Metering Infrastructure (AMI) systems to optimise water management and promote conservation through real-time consumption monitoring. By utilising multiple network technologies (LoRaWAN, Wize and NB-IoT) for existing buildings, we address both urban and rural needs while establishing a scalable platform for future AMI expansion.

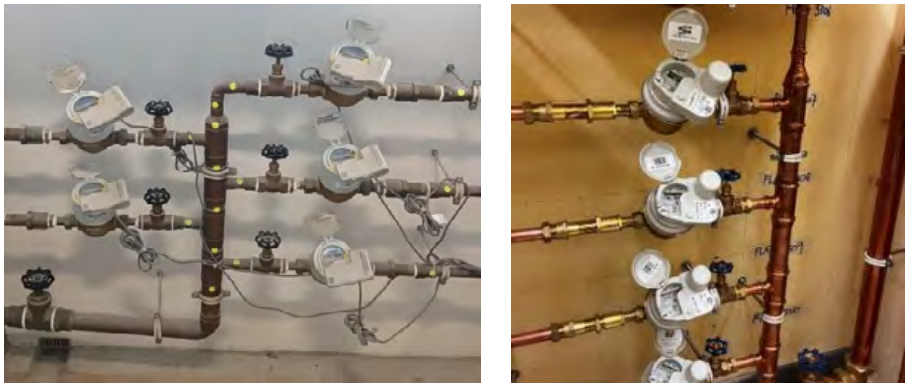
主要成果包括 Key achievements include:

有線智能水錶系統 (新建樓宇):
自二零一八年起陸續為 494 座新落成的政府、公營和私人發展樓宇安裝有線智能水錶系統，當中包含 217 項發展項目合共 146 000 個智能水錶的申請。目前約 8 000 個智能水錶已投入服務。

有線智能水錶系統 (現有樓宇):
在二零二三年，大澳區內已完成更換有線智能水錶系統工程。自二零二四年起，南丫島亦已陸續進行更換工程，並與房屋署合作在三個指定公共屋邨進行相關技術測試。

Wired AMI (New Buildings):
installation has been in progress since 2018, with systems deployed across 494 new government, public and private buildings. This includes 146 000 meters planned for 217 development applications, of which approximately 8 000 are currently operational.

Wireless AMI (Existing Buildings):
completed full conversion in rural areas at Tai O (2023), ongoing deployment in Lamma Island, and conducting technology trials in 3 selected public housing estates in collaboration with the Housing Department (since 2024).



有線智能水錶系統能有效探測滲漏、優化資源分配、提升客戶服務並減少浪費食水。

AMI System Intelligent Monitoring enhances leak detection, optimises resource allocation, improves customer service and reduces water waste.

推動精明的用水文化

為了改變社區的用水習慣，我們持續與各持份者緊密合作並進一步加大節約用水的宣傳力度，向市民提倡高效能及可持續發展的用水文化。有關水務署與業界和社區合作方面的工作，請參閱「匯流共創」章節。

Promoting Water-Wise Culture

To advance water conservation efforts at scale, we collaborate with stakeholders to promote water efficiency and sustainable living, fostering lasting behaviour change across communities. For full details of WSD's industry and community partnerships, please refer to the "Facilitate" Section.

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管理用水流失

香港地形多山，加上地下水管經常受到工程的干擾，這大大增加了水管爆裂和滲漏的風險。為此，水務署採取了多項措施來加強水管管理，優化供水系統的運作，減少爆喉風險和用水流失，同時有效協助市民管理用水情況。

「智管網」

在「智管網」計劃下，我們在全港食水分配管網內設立約 2 400 個監測區域，利用監測和感應設備檢視用水流失的情況。其中部份監測區域亦用作水壓管理區域，配有減壓裝置，務求將水壓調節到合適水平，以減少水管損壞的風險及用水流失。

我們透過「智管網管理系統」從各監測區域中收集及整理大量數據，從中識別異常情況並迅速訂立當前最合適和有效的網管管理措施。這些措施包括：

WATER LOSS MANAGEMENT

The hilly terrain and frequent disturbances to underground water mains in Hong Kong heighten the risk of water main bursts and leaks. To address this challenge, the WSD has implemented multi-pronged measures to enhance water mains management, optimise the operational performance of the water supply network, reduce pipe bursts and water loss, while enabling customers to track and manage their water usage effectively.

Water Intelligent Network

Under the Water Intelligent Network (WIN) project, we have established about 2 400 District Metering Areas (DMAs) in the fresh water distribution network across the territory. These DMAs are equipped with monitoring and sensing equipment to track water loss. Some of these DMAs are further designated as Pressure Management Areas (PMAs), incorporating pressure reduction devices to modulate water pressure to optimal levels, thereby minimising risk of water main failure and water loss.

The "Water Intelligent Network Management System" aggregates vast amount of data from these DMAs to identify anomalies and enable rapid follow-up actions for determining the most suitable and effective network management measures. These measures include:

減少政府水管滲漏

透過利用先進技術及風險為本的資產管理策略，我們計劃在二零三零年前將公共水管的滲漏率從現時的 13.4%（二零二四年）降低至 10% 以下。

Reducing Leakage in Public Water Mains

By 2030, we aim to reduce the leakage rate of public water mains from the current 13.4% (2024) to below 10% through advanced technologies and strategic risk-based asset management.

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管理私人水管滲漏

為有效監察私人水管及減低用水流失，我們採取了多項措施，包括為私人發展項目安裝總水錶。此外，我們亦會為業主、物業管理公司和供應商提供各種指引及協助，包括喉管維修合約條款及規格的範本，以及合資格提供測漏服務的供應商參考名單等，以便他們安排相關測漏工程。

地下水管測漏中心

位於青衣的地下水管測漏中心「Q-Leak」於二零二一年成立，讓從業人員在特定的安全環境下接受各種滲漏檢測技術培訓和技能評估。「Q-Leak」作為香港首個診斷地下水管滲漏中心，提供相關培訓、研究和技術開發等，讓從業人員：

除了培訓，Q-Leak 還設有一個教學與研究合作的平台，匯聚行業專家，以及科研、專上院校及水務管理各個領域的專業人士，提升香港在預防食水流失與智慧水務管理方面的卓越地位。

Managing leakage in private water mains

A series of measures, including the installation of master meters, are in place to monitor and reduce water loss in private developments. To support leak detection efforts, we provide guidance and assistance for property owners, management agents and service providers through publishing sample contract clauses and specifications, and providing a reference list of qualified local leak detection service providers.

Q-Leak Underground Water Mains Leak Detection Training Centre

Established in 2021 at Tsing Yi, the Q-Leak centre provides a dedicated, safe environment for practitioners to train and assess their skills in advanced leak detection technologies. As Hong Kong's first integrated training, research and development facility for underground water main diagnosis, the Q-Leak Centre enables practitioners to:

Beyond training, Q-Leak also serves as a teaching and research cooperation platform, bringing together industry specialists, researches, post-secondary education institutions and water management professionals to advance Hong Kong's technical excellence in water loss prevention and smart water management.

聲音探測能有效從壓力水管中找出漏水位置。

The use of acoustic/ leak noise detection is one of the methods which is used to pinpoint the leak spot in pressurized water main.

Q-Leak 的平台集各種各類的測漏相關知識於一身，提供先進完備的設施作研究及持續專業發展等用途，致力透過知識交流提升業界的專業水平。

As a vibrant knowledge hub, Q-Leak provides state-of-the-art facilities for leak detection research, supports continuing professional development, and strengthens industry capabilities through knowledge exchange.

在模擬的地下水管網絡中，學習檢測滲漏位置的技巧

Develop hands-on experience detecting and locating leaks in simulate underground network scenarios

提升規劃和管理私人水管的能力

Enhance planning and management capabilities for private mains

針對多種滲漏情境提供專項培訓，涵蓋大型水管，以至小型村落水管

Access advanced training on a variety of leakage scenarios ranging from large distribution mains to small village pipes

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次階水

我們致力透過以創新技術擴大使用次階水，包括海水及循環再用水（即再造水、重用中水及回收雨水），用於沖廁、園景灌溉和清潔街道等非飲用用途。

擴大使用海水和循環再用水擴大使用海水和循環再用水

我們訂立了長期目標，透過逐步在新發展區和現時以食水沖廁的地區擴展使用次階水，將次階水供應網絡的覆蓋範圍由香港總人口的85% 提升至 90%。

海水

為了節省食水資源，我們正逐步擴大使用海水沖廁的範圍。目前，水務署已將海水供應系統延申至沙田水泉澳邨、東涌新市鎮及其延伸地區，並計劃在二零二五年下半年開始分階段投產。在技術可行和具成本效益的前題下，我們將繼續努力，將海水供應網絡或其他替代水源（如循環再用水）擴展至更多地區。

LOWER GRADE WATER

Leveraging innovative technologies, we are actively expanding the use of lower grade water – including salt water and recycled water (reclaimed water, treated grey water and harvested rainwater) – for non-potable applications such as toilet flushing, landscape irrigation and street cleansing.

Expanding Use of Salt Water and Recycled Water

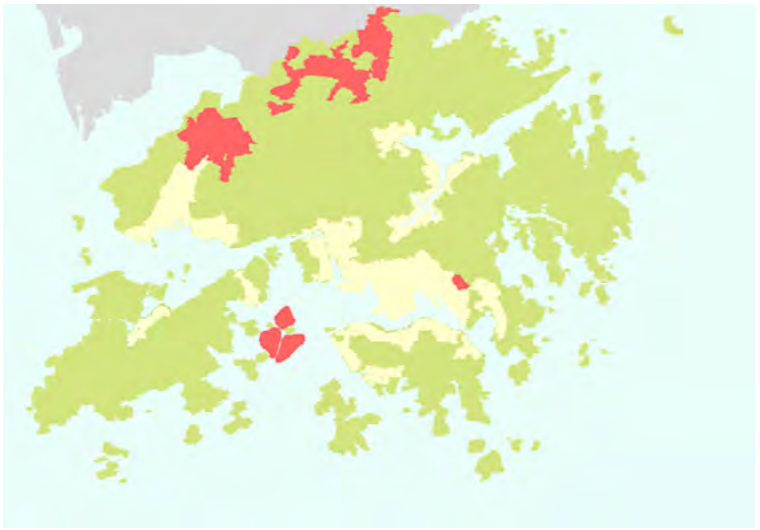
Our long-term goal is to expand lower grade water network coverage from 85% to 90% of Hong Kong's population, prioritising new development areas and regions still reliant on fresh water for flushing.

Salt Water

To conserve fresh water resources, we are progressively expanding the use of salt water for flushing. The WSD is extending the salt water supply network to Shui Chuen O Estate in Sha Tin, and Tung Chung New Town and its extension. The phased salt water supply will commence from the second half of 2025. Where technically feasible and cost-effective, we will further expand salt water supply network while leveraging alternative water resources (e.g. recycled water).

海水供應網絡將會覆蓋水泉澳邨，為新界沙田區逾 11 000 個家庭提供沖廁水。

The new salt water supply network to Shui Chuen O Estate provides toilet flushing water to over 11 000 homes in Shatin in the New Territories.



擴大後的海水及循環再用水網絡，將能覆蓋全港總人口的 85% 以上。

The enhanced salt water and recycled water supply network will serve over 85% of Hong Kong's population.

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再造水

香港首個中央再造水生產設施以石湖墟再造水廠為核心，已於二零二四年三月起開始為上水供應再造水作沖廁用途。我們計劃在二零三零年前生產約 2 200 萬立方米的再造水，供應上水、粉嶺及古洞北、粉嶺北等新發展區作非飲用用途。此外，我們將研究將再造水供應網絡擴展至其他新發展區如洪水橋/ 厦村及元朗南的可行性，以進一步減少食水用量。

設施採用先進的後期次氯酸鈉處理程序，將經由石湖墟污水處理廠淨化的排放水轉化為優質再造水。設施更配備實時監測儀器作水質分析，確保整個處理過程的水質穩定安全。

Reclaimed Water

Hong Kong's first centralised reclaimed water supply system, centred around the new Shek Wu Hui Water Reclamation Plant, commenced supplying reclaimed water for toilet flushing in Sheung Shui in March 2024. By 2030, the system will produce about 22 million m^3 of reclaimed water annually for non-potable uses in Sheung Shui, Fanling and the Kwu Tung North and Fanling North New Development Areas (NDAs). Where feasible, we will expand reclaimed water supply to other NDAs such as Hung Shui Kui/Ha Tsuen and Yuen Long South to further reduce fresh water consumption.

The plant utilises advanced post-treatment hypo-chlorination process to convert the treated sewage effluent from the Shek Wu Hui Effluent Polishing Plant into high-quality reclaimed water. Equipped with real-time monitoring instruments such as water quality analysers, the plant ensures consistent water quality throughout the treatment process.

在 2030 年，設施每天的再造水生產量將會達到 6 萬立方米，每年可節省約 2 200 萬立方米的珍貴食水。

By 2030, the plant will produce 60 000 m^3 of reclaimed water daily, saving around 22 million m^3 of precious drinking water each year.

石湖墟再造水廠已於二零二四年三月開始投產。

Shek Wu Hui Water Reclamation Plant was commissioned since March 2024.

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中水重用及雨水回收
Grey-Water Recycling and Rainwater Harvesting

自二零一五年起，我們已透過《中水重用及雨水回收系統技術規格》推動中水重用和雨水回收，至今已有約 150 項新建項目推行相關措施。此外，我們與香港綠色建築議會合作，鼓勵私營企業採用相關技術，至今已有約 200 個獲得綠建環評新建建築認證的項目採用循環再用水設施。

我們於安達臣道石礦場發展用地，啟動首個創新的地區性中水重用系統。首階段工程已於二零二四年十二月大致完成。隨著區內的發展和人口增長，設施將逐步供應經處理的中水用於沖廁及其他非飲用用途。該系統不但提升了該區用水的可持續發展，並顯著減少抽水過程中的能源消耗，預計每年可節省 100 萬立方米的食水。

Since 2015, we have promoted grey-water recycling and rainwater harvesting through our guidelines Technical Specifications on Grey Water Reuse and Rainwater Harvesting, resulting in implementation across approximately 150 new development projects. Partnering with the Hong Kong Green Building Council, we have fostered private sector adoption, with over 200 BEAM Plus-certified projects now incorporating water-recycling facilities.

We are implementing Hong Kong's first district-based grey-water recycling system at the Development of Anderson Road Quarry (ARQ) site. The first phase of this innovative system was substantially completed in December 2024. As the area develops and population increases, the system will gradually supply treated grey water for toilet flushing and other non-potable uses. This sustainable solution is projected to conserve 1 million m^3 of fresh water annually, while also reducing energy consumption for pumping.

作為一項可持續發展的水資源解決方案，在安達臣道石礦場發展用地建造一地區性的中水重用系統有助促進周邊區域的水資源再利用。系統選址在海平面上約二百米的地段興建，包括中水處理設施、抽水站、中水配水庫，以及收集中水與輸送處理後中水的管道，供應重用中水至發展區內作沖廁及其他非飲用用途。

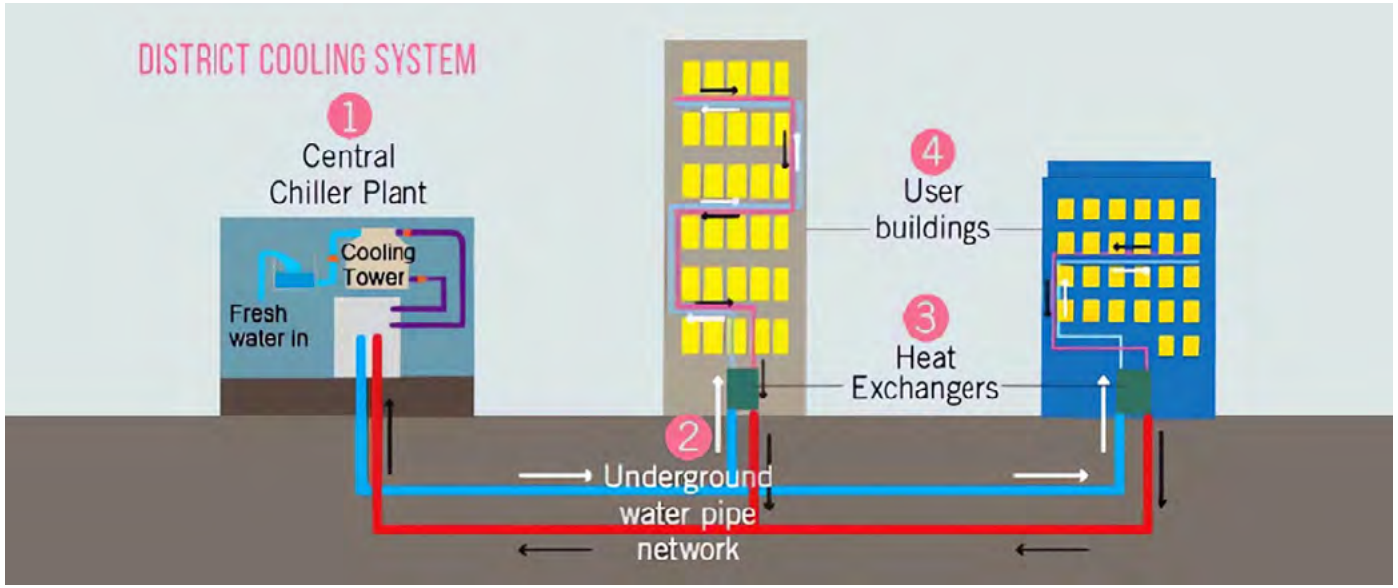
As a sustainable solution for supplying treated grey water to the ARQ site - located at high altitude of about 200m and distant from seashore - the district-based grey water recycling system promotes localised water reuse. The system consists of a grey water treatment plant, a pumping system, a service reservoir for storage, and water mains for grey water collection and distribution of treated grey water within the development area for flushing and other non-potable uses.

區域供冷系統中的循環再用水

區域供冷系統通過地下管道網絡，將中央供冷站製造的冷凍水輸送至多個建築物作空調用途。隨著在新發展區大規模擴大應用區域供冷系統，這些系統將需要大量食水作製冷用途，特別是對於在沒有海水供應地區的蒸發式製冷系統，我們預計食水用量亦將顯著上升。

Recycled Water in District Cooling System

District cooling system (DCS) distributes chilled water through underground pipe networks from central chiller plant to multiple buildings for air-conditioning. With DCS adoption expected to increase significantly in NDAs, these systems will require substantial fresh water for cooling purposes, particularly for evaporative type DCS in locations without seawater access.



為節省食水，我們已針對在區域供冷系統使用再造水展開全面的可行性研究。初步研究結果正面，我們現正進一步作詳細研究，落實相關執行細節。

To conserve fresh water resources, we have conducted a comprehensive feasibility study on recycled water applications in DCS. Following positive confirmation, we are currently reviewing detailed findings to plan implementation.

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WATER SAFETY AND RELIABILITY

水質管理
Water Quality Management

食水安全計劃
Water Safety Plans

嚴格規管和執法
Stringent Regulation and Enforcement

優化資產和管理
Asset Optimisation and Management

我們致力以科技創新及綜合解決方案提升智慧用水管理， 並推行以下措施以確保香港供水安全可靠 ：
We foster technological innovation and integrated solutions for smart water management, providing Hong Kong with safe and reliable water supplies through these strategic initiatives:

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食水安全

一直以來，香港透過實施一套全面的食水水質管理系統，保持全球其中一個食水供應最安全的城市。這套系統從供水源頭到用戶水龍頭整個過程的水質作全程監控，確保食水水質完全符合香港食水標準，保障公眾健康。我們的檢測標準根據《香港食水標準》、監察名單、觀察名單及食水感官準則的規定，將合共約800 個水質參數納入在內作詳細分析。

香港食水標準全面符合世界衞生組織（世衞）出版的《飲用水水質準則》及其他國際相關指引，並會定期作檢討以確保食水質素及安全。

WATER SAFETY

Hong Kong maintains one of the world's safest water supplies through our comprehensive Drinking Water Quality Management System. This integrated system monitors water quality from source to tap, ensuring full compliance with the Hong Kong Drinking Water Standards (HKDWS) to safeguard public health. Our monitoring framework includes the HKDWS, a Surveillance List, a Watch List, as well as the Aesthetic Guidelines. To date, we have included over 800 water quality parameters for detailed assessment.

The HKDWS aligns with the Guidelines for Drinking-water Quality published by the World Health Organization (WHO Guidelines) and international best practices, with regular reviews to maintain water quality and safety standards.

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水質監測
Water Quality Monitoring

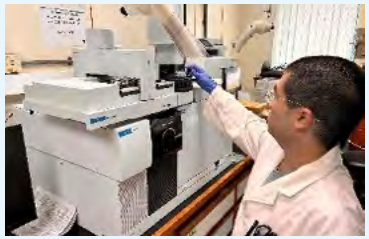
水質監測是確保食水安全的基石。我們實施全面的水質監測計劃，檢測範圍涵蓋從水源 * 到用戶水龍頭整個供水過程，進行物理、化學、細菌、生物和輻射等一系列的測試。在過去一年，我們總共收集約 17 萬個水質樣本並進行約 60 萬個檢測，以確保食水水質完全符合香港食水標準。

** 水源包括東江水、本地集水區收集的雨水，以及將軍澳海水化淡廠引進的海水。*

Water quality monitoring serves as the foundation for ensuring drinking water safety. We undertake comprehensive examination programmes encompassing physical, chemical, bacteriological, biological and radiological analyses of samples collected across our entire supply system - from water sources* to consumers' taps. In the past year, we conducted approximately 600 000 tests on some 170 000 water samples, ensuring full compliance with the HKDWS.

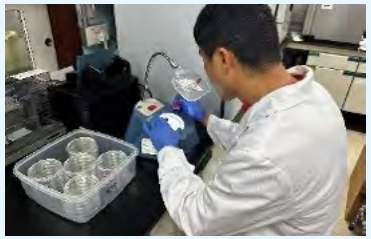
** Water sources include Dongjiang water, rainwater collected from local catchment areas and seawater from Tseung Kwan O Desalination Plant.*

從水源到用戶水龍頭：全面收集樣本並分析水質
From Source to Tap: Comprehensive Water Sampling and Analysis



使用氣相色譜串聯質譜聯用儀檢測水樣本中的微量有機化合物。

Measure trace organic compounds in water samples using a gas chromatograph with tandem mass spectrometer.



使用微生物菌落計數器檢測水樣本的細菌質量。

Examine the bacteriological quality of water samples through a microbial colony counter.

使用濁度計檢測水樣本的混濁度。

Measure turbidity in water samples with a turbidimeter.

使用液體閃爍計數器檢測水樣本中氚的活度。

Measure tritium activity in water samples with a liquid scintillation counter.

使用電感耦合等離子體質譜儀檢測水樣本中的微量金屬含量。

Measure trace metal contents in water samples using an inductively coupled plasma mass spectrometer.

檢測食水的餘氯含量。

Examine residual chlorine levels in drinking water.

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確保東江水水質
Safeguarding Dongjiang Water Quality

根據現行的《東江供水協議》，廣東省當局致力維持輸港東江水水質符合國家《地表水環境質量標準》當中的最高標準（即第 II 類水，GB 3838-2002）。 為保障水質，當局採取了一系列措施，包括：

- 位於深圳水庫的生物硝化站
- 東深專用輸水管道
- 河流污水分流工程和污染防治
- 東江流域水量水質監測和控制系統
- 沙灣河水環境綜合整治工程

此外，我們在香港木湖原水抽水站進行 24 小時監測並定期抽取樣本分析，確保供港的水質安全。

Under the current Dongjiang Water Supply Agreement, the Guangdong authorities ensure the water quality meets China's highest national standard (Type II waters, GB 3838-2002) for drinking water abstraction. A series of key protection measures are adopted, including :

- Bio-nitrification plant at the Shenzhen Reservoir
- Dedicated aqueduct from Dongjiang to Shenzhen Reservoir
- River sewage diversion works and pollution prevention
- Dongjiang Basin Water Quantity and Quality Monitoring and Control System
- Sha Wan River Basin water remediation

In addition, we conduct round-the-clock monitoring and regular sampling at Hong Kong's Muk Wu Raw Water Pumping Station to verify compliance, ensuring safe water delivery to the city.

東江水的平均氨氮及錳水平
Average Ammoniacal Nitrogen and Manganese Levels in Dongjiang Water

	單位 Unit	財政年度 Financial Year			GB3838-2002 第 II 類標準值 GB3838-2002 Type II Standard Value
		2022-23	2023-24	2024-25	
氨氮 Ammoniacal Nitrogen	毫克/公升 mg/L	0.03	0.03	**0.04**	**≤0.5**
錳 Manganese	毫克/公升 mg/L	0.03	0.02	**0.03**	**≤0.1**

註：以上的食水樣本是從濾水廠、海水化淡設施、配水庫、食水缸、供水接駁點及公眾可達的用戶水龍頭抽取。
Note: The above drinking water samples were taken at water treatment works, desalination plant, service reservoirs, fresh water tanks, connection points and publicly accessible consumer taps.

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食水水質監測計劃

我們在香港整個供水網絡進行全面的水質監測，以建立一個全港食水水質數據庫，用作檢討香港食水標準。此外，我們推行「水質監測優化計劃」並在全港隨機抽取處所水質樣本，進一步加強水質監測。檢測項目涵蓋六種金屬、餘氯含量和埃希氏大腸桿菌，並每週在水務署網站內公佈相關水質統計數據。

Drinking Water Quality Monitoring Programme

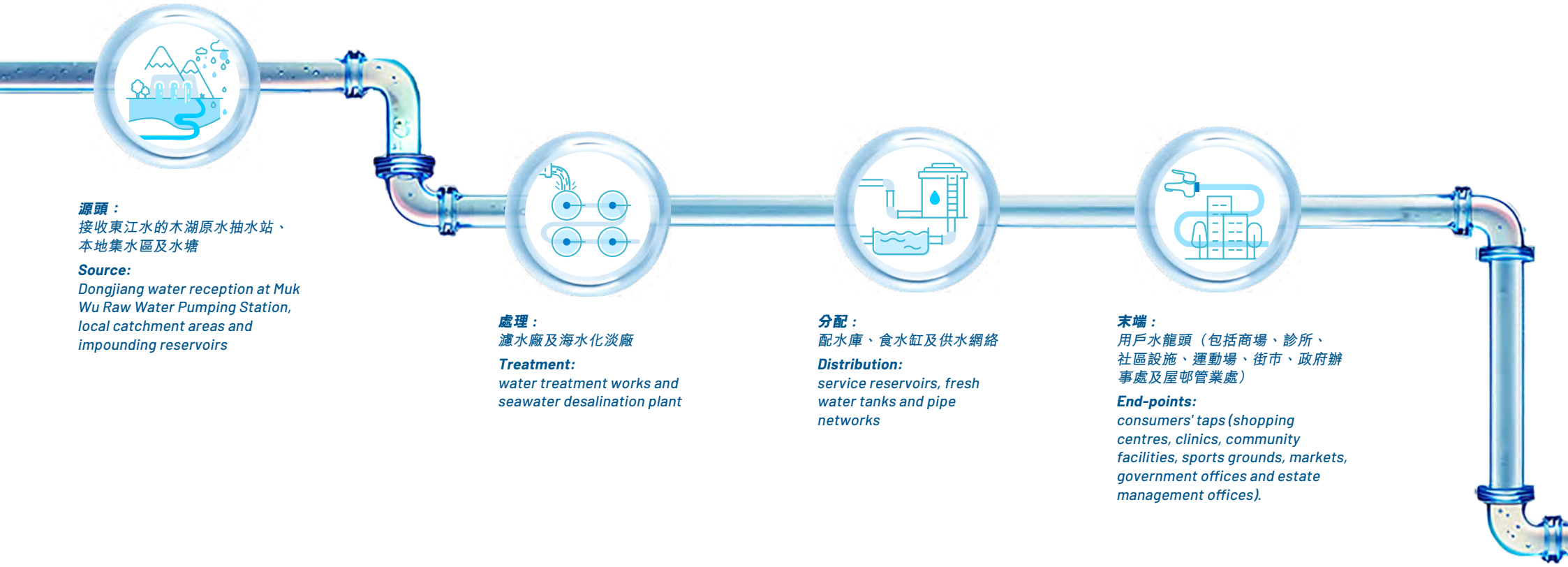
We conduct comprehensive water quality monitoring across Hong Kong's entire water supply system to maintain a territory-wide database for compliance review of the HKDWS. Our "Enhanced Water Quality Monitoring Programme" strengthens surveillance through random sampling at consumers' taps in selected premises in Hong Kong. Testing includes 6 metals, residual chlorine levels and Escherichia coli (E.coli). Weekly water quality statistics are published on the WSD's website.

供水網絡進行全面監測

我們從源頭到用戶水龍頭作全面監測，其中涵蓋：

Monitoring Water Quality Across the Entire Supply System

Our comprehensive end-to-end monitoring covers:



源頭：
接收東江水的木湖原水抽水站、本地集水區及水塘

Source:
Dongjiang water reception at Muk Wu Raw Water Pumping Station, local catchment areas and impounding reservoirs

處理：
濾水廠及海水化淡廠

Treatment:
water treatment works and seawater desalination plant

分配：
配水庫、食水缸及供水網絡

Distribution:
service reservoirs, fresh water tanks and pipe networks

末端：
用戶水龍頭（包括商場、診所、社區設施、運動場、街市、政府辦事處及屋邨管業處）

End-points:
consumers' taps (shopping centres, clinics, community facilities, sports grounds, markets, government offices and estate management offices).

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水安全計劃

我們以風險管控及多重屏障雙管齊下，確保食水安全。我們與各界別的持份者合作，根據世衛的《飲用水水質準則》實施水安全計劃，以確保從源頭至用戶水龍頭的食水水質達標。

食水水質管理系統

我們整合了一套食水水質管理系統，當中包含水質政策、健康目標、水安全計劃（系統評估和監察）、交流、培訓、公眾教育及監督安排等各個範疇。

Water Safety Plan

We adopt a risk-based, multiple barrier approach to safeguard drinking water quality. In collaboration with stakeholders, we have implemented the Water Safety Plan (WSP) based on the WHO Guidelines to ensure drinking water quality from source to tap.

Drinking Water Quality Management System

Our integrated Drinking Water Quality Management System (DWQMS) incorporates water quality policy, health-based targets, WSP system assessment and monitoring, communications, training, public education and surveillance arrangements.

食水水質管理系統
drinking water quality Management system

我們會結合內部和第三方審核的結果，並參考本地和國際就水質管理方面的相關經驗，不斷優化我們的指引及運作程序。目前我們正參照世衛在二零二三年的建議，就風險評估流程方面為食水水質管理系統進行重點檢討工作。

We continuously refine our practices through internal and third-party audits, incorporating both local experiences and international best practices in water quality management. We are currently reviewing the DWQMS to align with WHO's 2023 recommendations, with a focus on advancing our risk assessment process.

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建築物水安全計劃

建築物的內部供水系統的優劣能直接影響食水水質，並有可能導致微生物或化學污染。在參考世衞建議及諮詢水務諮詢委員會的意見後，我們推出了「大廈優質供水認可計劃—食水（管理系統）」。此計劃結合水質管理與獎勵措施，鼓勵業主和物業管理人在其處所實施建築物水安全計劃。

為有效推展建築物水安全計劃，我們提供了以下指引：

- 為不同建築物制定風險管理相關指引（包括一般建築物如住宅或辦公樓宇、學校、安老院舍和醫院）
- 《小型樓宇的食水安全小貼士》
- 《已接受有關建築物水安全計劃培訓的合資格人士名單》
- 相關宣傳物品和實用指引

Water Safety Plan for Buildings

Internal plumbing systems can significantly impact drinking water quality which may result in microbial or chemical contamination. In alignment with the WHO's recommendations and through consultation with the Advisory Committee on Water Supplies, we have launched the "Quality Water Supply Scheme for Buildings – Fresh Water (Management System)" (the Scheme). The Scheme combines water quality management with recognition, incentivising property owners and management agents to implement the Water Safety Plan for Buildings (WSPB) at their premises.

To facilitate WSPB implementation, we provide the following supporting materials:

- Risk management guidelines tailored for various buildings (including general buildings such as residential or office buildings, as well as schools, elderly care homes and hospitals)
- Drinking Water Safety Tips for Small Buildings
- List of Qualified Persons Trained in WSPB
- Promotional materials and step-by-step guides

因應直接供水建築物的簡單供水配置，我們制定了一套簡化程序，鼓勵他們積極參與計劃。

To encourage wider participation, we have also streamlined procedures specifically for buildings on direct water supply, given their less complex plumbing configurations.

為表揚參與計劃並根據計劃妥善保養內部供水系統的業主和物業管理人，我們會頒發證書以作鼓勵。

The Scheme recognises good practices by awarding certificates to property owners and property management agents, who join the Scheme and carry out maintenance of their internal plumbing systems through WSPB implementation.

自計劃推出以來，香港約有
Since its launch, about

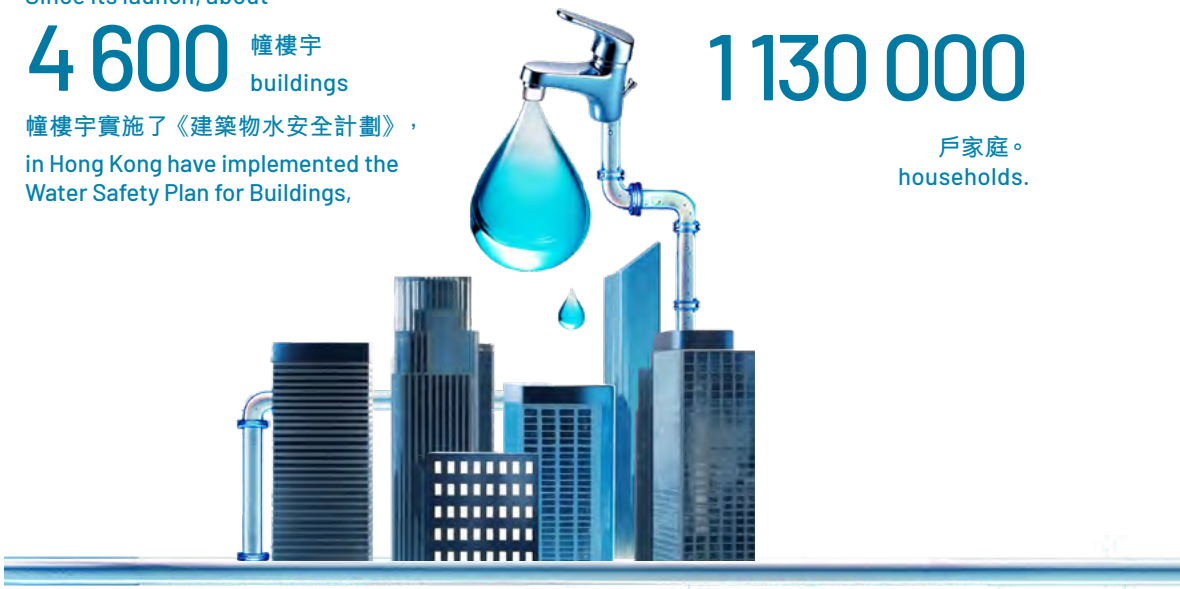
4 600 幢樓宇 buildings

幢樓宇實施了《建築物水安全計劃》，
in Hong Kong have implemented the Water Safety Plan for Buildings,

惠及約
benefiting some

1 130 000

戶家庭。
households.



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在政府大樓實施建築物水安全計劃

自二零二零年起，水務署積極協助政府各決策局及部門，在其轄下的建築物制定及實施水安全計劃。截至二零二五年三月，已有 54% 的政府大樓實施計劃，其餘的政府大樓亦即將推行。

WSPB Implementation in Government Buildings

Since 2020, the WSD has actively supported government bureaux and departments in formulating and implementing the WSPB at their buildings. As of March 2025, 54% of these buildings have completed WSPB implementation, with the remainder scheduled for imminent rollout.

所有政府大樓將於
By the first half of

2027

上半年前實施建築物水安全計劃
the WSPB will be implemented in all government buildings.

水安全計劃資助計劃

為鼓勵私人樓宇業主或物業管理人在其處所推行建築物水安全計劃，政府於二零二零年七月設立了「水安全計劃資助計劃」並撥款 4 億 4 千萬港元，為他們提供財政資助進行計劃下各項評估和管制措施。我們為資助計劃設立了專題網站，提供參加資格、申請方法、資助金額、常見問題和參考文件等相關資訊。

主要進展包括：

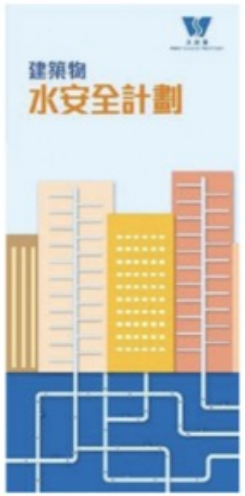
- 收到超過 900 份申請，涉及約 2 000 座建築物
- 為直接供水的低層建築物簡化《水務安全計劃》申請流程並提供範本，鼓勵他們積極參與
- 與市區重建局合作，透過「樓宇復修綜合支援計劃」簡化申請流程
- 透過多種渠道進行推廣活動，接觸業主並協助辦理資助申請

Water Safety Plan Subsidy Scheme

To encourage private building owners and management agents in adopting the WSPB at their premises, we set up the "Water Safety Plan Subsidy Scheme" (WSPSS) in July 2020. With funding of HK$440 million, the Scheme provides financial support for assessments and control measures. A dedicated WSPSS website offers details on eligibility, application procedures, subsidy amount, FAQs and reference materials.

Key progress includes:

- Over 900 applications received covering about 2 000 buildings
- Simplified Water Safety Plan template and application procedures for low-rise buildings with direct water supply in place to boost participation
- Collaboration with the Urban Renewal Authority to streamline applications through the "Integrated Building Rehabilitation Assistance Scheme"
- Publicity campaigns through multiple channels to engage property owners and assist with subsidy applications



啟用水喉物料及供水系統

為加強內部供水系統的食水安全，自二零一五年起，水務署已對水喉物料及新供水系統的設計、建造和調試，制定更嚴格的管制措施和指引。「一般認可」制度透過上游管控，審核符合獨立認可機構「產品認證機制」的產品，或符合水務監督認可實驗所測試合格的產品，進而提升系統品質。而水務署物料測試所（已獲得香港認可處（HKAS）轄下的香港實驗所認可計劃（HOKLAS）的認可）亦會進行持續監測，以確保產品品質始終如一，符合已獲「一般認可」制度審核之標準。

我們正逐步優化「一般認可」制度，包括：

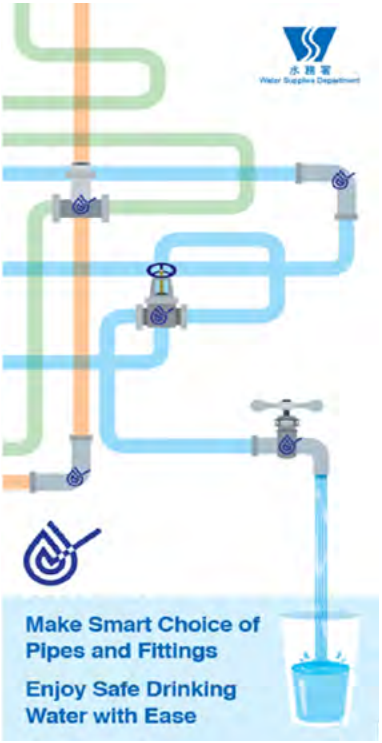
- 在二零一九年，我們承認具備國際產品認證資格的「一般認可」水喉產品，其對於品質的定期監察，已符合「一般認可」制度內抽樣監察的要求，從而吸引更多符合「一般認可」制度的優質產品
- 在二零二四年九月，我們推出了新版「一般認可」制度 2.0，主要就以下三方面進行優化：
  - 內部供水系統需強制進行金屬釋出測試
  - 限制金屬水管的含鉛量不可高於 3.5%
  - 簡化沖廁及消防供水系統物料的測試流程

Plumbing Material Control and Commissioning

Since 2015, the WSD has implemented stricter controls covering plumbing materials, system design, construction and commissioning to strengthen drinking water safety in inside service. The General Acceptance (GA) is a system which promotes industrial quality through upstream controls, by approving products certified by independent accredited bodies, or products tested by accredited laboratories acceptable to WSD. Continuous surveillance is carried out by the WSD Material Testing Laboratory (accredited by Hong Kong Accreditation Service under the Hong Kong Laboratory Accreditation Scheme) to ensure consistent production quality and compliance with the standards approved by General Acceptance (GA) system.

The GA System has evolved through progressive enhancements, including:

- In 2019, for GA products with product certification, WSD considered that the regular monitoring of product quality already satisfied the GA System Surveillance Requirement. WSD therefore waive the surveillance requirement in such case in order to expand the number of GA products.
- Launch of a new GA System (GA 2.0) in September 2024, which implemented 3 key improvements:
  - Mandatory metal leaching tests for fresh water inside service
  - A 3.5% lead content limit for metallic plumbing materials
  - Streamlined testing requirements for flushing and fire service materials.



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自願性參與「《認可水喉產品》銷售商」計劃

自二零二零年推出，此計劃透過與銷售商合作，促進公眾選購獲認證的水喉產品。參與的商戶會將「產品標籤」張貼於商店入口和貨架上，並安排有相關經驗的店員從旁為顧客提供協助。計劃提供多種途徑檢視《一般認可》的水喉產品及商店，確保透明度並方便市民識別合規格的喉管物料：

- 在水務署網站提供《認可水喉產品》銷售商註冊名單
- 「《一般認可》水喉產品標籤」上印有二維碼，內含生產地和證書有效期等詳細資料
- 正式收據上需印有《一般認可》產品的參考編號

Voluntary GA Product Shop Scheme

Launched in 2020, this Scheme promotes public access to certified plumbing products by partnering with retailers. Participating shops display GA labels at entrances and on shelves, with trained staff available to assist customers. Multiple methods to verify GA products and shops are provided, ensuring transparency and easy identification of compliant plumbing materials:

- Registered GA Product Shops listed on the WSD Website
- QR codes on GA labels displaying details (e.g. country of origin, GA expiry date)
- GA reference numbers printed on official sale receipts

水務署認可喉管及裝置
WSD Accepted Pipes and Fittings
https://www.wsd.gov.hk/en/plumbing-engineering/pipes-and-fittings-to-be-used-in-inside-service-or/voluntary-ga-shop-scheme/index.html

完善食水安全相關法例

我們就《水務設施條例》(第 102 章)和《水務設施規例》(第 102A 章)完成了全面檢討，包括整合公眾諮詢期間收到的意見，現針對下列四大範疇展開相關修例工作。

- 加強規管水管工程
- 加強監管水管物料
- 保障用戶水龍頭的食水安全
- 實施食水裝置登記計劃

為確保條例修訂切合業界慣常做法和社會需要，我們邀請了業界代表、相關政府部門及其他主要持份者，就擬寫條例修訂進行諮詢。

Legislative Enhancement for Drinking Water Safety

Following a comprehensive review of the Waterworks Ordinance (Cap.102) (WWO) and Waterworks Regulations (Cap.102A) – which incorporated feedback from public consultation – we have commenced drafting amendments targeting at 4 key areas:

- Strengthening regulation of plumbing works
- Enhancing control of plumbing materials
- Safeguarding drinking water safety at consumers' taps
- Implementing registration scheme for drinking devices.

To ensure these amendments can align with industry practices and societal needs, we have engaged trade representatives, relevant government departments and other key for consultation on the legislative amendment proposal stakeholders

Strengthening regulation of plumbing works
加強規管水管工程

Enhancing control of plumbing materials
加強監管水管物料

Safeguarding drinking water safety at consumers' taps
保障用戶水龍頭的食水安全

Implementing registration scheme for drinking devices
實施食水裝置登記計劃

對分間單位濫收水費加強執法

《2024 年水務設施（修訂）條例》於二零二四年四月十九日刊憲並生效，賦予水務監督更大執法權力打擊分間單位（「劏房」）濫收水費。主要訂改內容包括：

- **有效取證機制**：賦予更大調查權限，可要求業主及中介公司提供參考文件（例如租賃合約、收據及水費單）作證據搜集及披露相關資訊
- **簡化流程**：強制要求收取水費的人士提供收據
- **加強阻嚇力**：提高濫收水費的罰則，提高執法成效

Strengthening Enforcement Against Water Overcharging in Subdivided Units

The Waterworks (Amendment) Ordinance 2024, gazetted and enacted on 19 April 2024, significantly strengthens the Water Authority's enforcement capabilities against water overcharging in subdivided units (SDUs). Key legislative improvements include:

- **Effective evidence gathering:** eexpanded investigative powers to request reference documents (e.g. tenancy agreements, receipts and water bills) for evidence collection and information disclosure from landlords and agents
- **Streamlined process:** mandatory receipt requirements for water charges
- **Stronger deterrent effect:** increase in penalties for overcharging for water to harvest larger enforcement outcomes

加強檢控和巡查

在《水務設施（修訂）條例》生效前，水務署每年收到逾 120 宗懷疑濫收水費的投訴並就超過 40 宗個案進行調查，但因搜證困難，導致大部分未能成功檢控。在條例修訂落實後一年（即二零二四年四月至二零二五年四月），調查個案急增至 285 宗，成功檢控有 21 宗，相較以往年均 6 宗成功檢控個案大幅增加 3 至 4 倍。水務署將繼續適當運用條例修訂賦予的執法權力，嚴厲打擊濫收水費的行為。

Stepping up prosecution and inspection

Prior to the WWO Amendment, the WSD investigated more than 40 cases annually (from more than 120 suspected complaints), with limited prosecution success due to evidence collection challenges. After the first year of legislative amendment (April 2024 - April 2025), investigations surged to 285 cases, resulting in 21 convictions, representing a 3-4 fold improvement in prosecution success rates compared to the previous annual average of 6 convictions. The WSD continues to actively utilise these enhanced powers to combat unlawful water charging practices.

分間單位安裝獨立水錶計劃

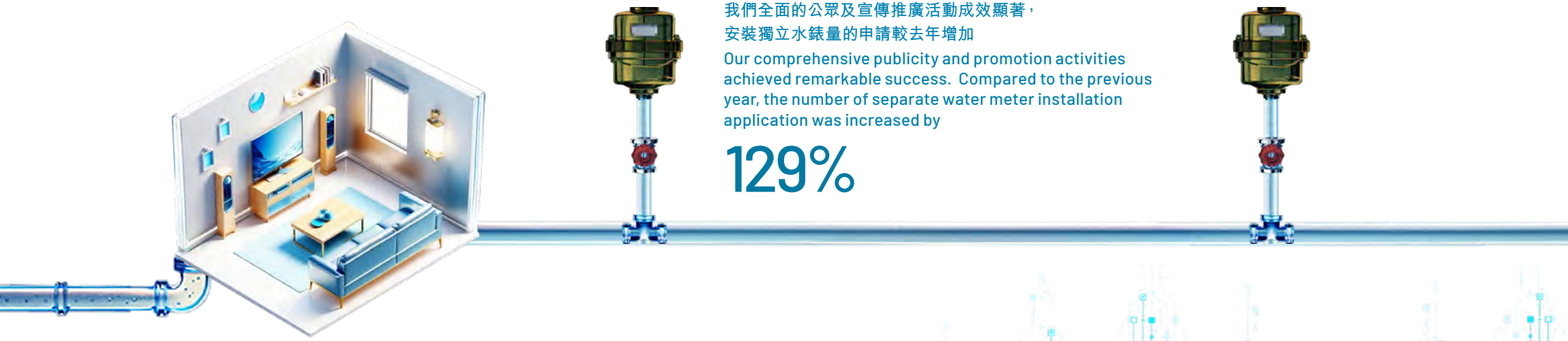
為提升水費帳單的透明度，並減少對收費的爭議，我們鼓勵業主為分租單位安裝獨立水錶，讓租客能自行按水費單直接繳付水費，大大減低業主就收回水費方面的爭議。

我們針對特定目標群組進行推廣工作，透過路訊通、座談會、香港郵政通告，以及巴士與食肆廣告等，令申請安裝獨立水錶的數目大增。

Scheme for Installation of Separate WSD meters for Subdivided Units

To enhance billing transparency and convenience, we encourage property owners to install separate water meters for SDUs. This initiative enables tenants to pay water charges directly through individual water bills, while saving owners the burden to apportion the water charge.

Through targeted outreach including roadshows, seminars, Hongkong Post Circulars and advertisements on buses and restaurant shopfronts, the Scheme boosted applications for the installation of separate water meters.



我們全面的公眾及宣傳推廣活動成效顯著，
安裝獨立水錶量的申請較去年增加

Our comprehensive publicity and promotion activities achieved remarkable success. Compared to the previous year, the number of separate water meter installation application was increased by

129%

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供水可靠性

我們透過完善水務設施管理和實施策略性的優化措施，致力確保供水的可靠性。

資產管理

水務設施資產管理

我們的資產管理系統獲得 ISO 55001 認證，令我們在水務設施的效能維持世界級水平，有效減低運作成本與故障風險。我們以「生命周期」方針作資產管理，結合每項設施從規劃、設計與建造，維修保養，翻新以至棄置等各個階段，確保設施運作可持續發展、可靠及高效能，提供優質的服務。

為迎接未來的挑戰作好準備，系統提升了決策能力，並以風險評估做好資源分配，務求在提供優質服務水平及預測性風險管控中取得平衡。我們將有系統地管理設施並涵蓋其整個生命周期，增強供水長期可靠性的同時提升營運效能。

WATER RELIABILITY

We are committed to ensuring reliable water supply through optimised asset management and strategic system enhancements.

MANAGING ASSETS

Waterworks Asset Management

We maintain world-class waterworks performance through the ISO 55001-certified Asset Management System, which optimises operations while minimising costs and failure risks. Our life-cycle approach integrates all asset phases – from planning, design and construction, through to maintenance, renewal and disposal – ensuring sustainable, reliable and efficient operations and services.

This system enhances decision-making to address future challenges, prioritises resource allocation through risk-based analysis, and balances high service standards with predictive risk mitigation. By systematically managing infrastructure through its entire life span, we strengthen long-term water supply reliability while maximising operational effectiveness.

設施可靠性：管埋水務設施的生命周期
Engineered Reliability: Life-Cycle Management of Waterworks Assets

460+
水務設施
Waterworks facilities

每日提供穩定供水予
Reliable water supply to

7 300 000
位市民
people every day

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水務資產種類：
The types of waterworks assets:

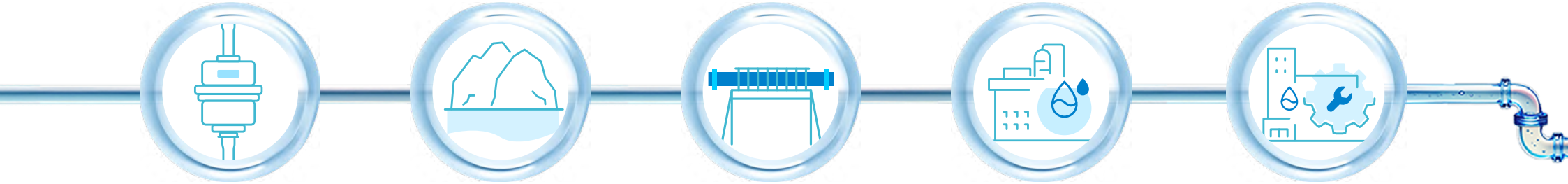
水管：約 8 500 公里
Water Mains : 8 500 km

引水道、隧道 和通道：479 公里
Catchwaters, Tunnels and Access Roads : 497 km

配水庫及水缸：326 個
Reservoirs and Water Tanks : 326

抽水站和泵房：193 個
Water Pumping Stations and Pump Houses : 193

濾水及加氯廠：29 個
Water Treatment Works and Chlorination Stations : 29



水錶：約 325 萬個
Water Meters : around 3.25 million

斜坡及擋土牆 :6 379 個
Slope and Retaining Walls : 6 379

承載水管橋樑：7 條
Pipe Bridges : 7

食水售賣站：7 個
Water Selling Kiosks : 7

機電設備維修工場：1 個
Mechanical & Electrical Workshop : 1

視察水塘
Reservoir Inspections

為確保設施安全及運作穩定，水務署對水塘及配水庫實施嚴格的視察程序，包括安排內部專業人員檢視及進行獨立調查。

To ensure the safety and reliability of the facilities, the WSD implements a rigorous inspection protocol for all impounding and service reservoirs, combining in-house expertise with independent verification.

斜坡維修及鞏固
Slopes Maintenance and Upgrades

我們定期為轄下斜坡進行維修及鞏固工程，以保障公眾安全及保護重要的水務設施。

We regularly maintain and upgrade the slopes under our purview to ensure public safety and protect critical water infrastructure.

裝設泥釘及斜坡表面加固工程
Soil-nailing and stabilisation of slope surface

興建坡頂花槽圍牆
Crest planter wall construction

改善排水系統
Drainage system improvements

種植植物
Vegetative planting

設置安全通道
Safe access corridor installations

以上預防措施能大幅降低山泥傾瀉的風險，保障公眾、員工及水務設施的安全。

These proactive measures have significantly reduce the risks of slope failure, protecting the public, our staff and waterworks facilities.

二零二四至二零二五年度水塘及配水庫的視察工作
2024-25 Impounding and Service Reservoir Inspections

132 次由水務署人員進行的詳細視察
detailed inspections conducted by in-house staff

視察獅子山高地二號食水主配水庫
Inspection at Lion Rock High Level No.2 Fresh Water Primary Service Reservoir

19 次由合資格的外聘專家顧問進行獨立評估
independent assessment by accredited external expert advisors

於黃泥敦灌溉水塘上游水壩進行獨立視察
Independent inspection of upstream dam face of Wong Nai Tun Irrigation Reservoir

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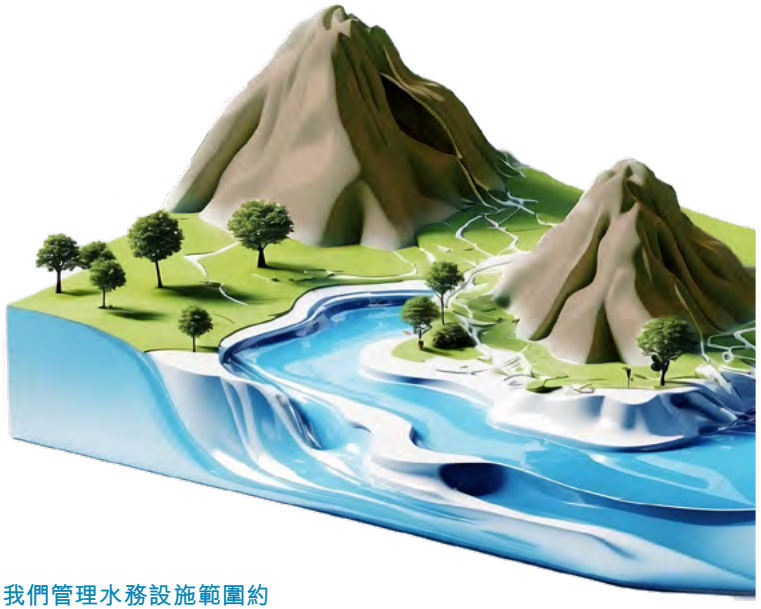
2024-25 斜坡管理摘要
Slope Management Highlights



我們管理水務設施範圍約
We managed approximately

6 400 幅斜坡。我們的維修保養工作十分全面，包括為
slopes around our waterworks facilities. Our comprehensive maintenance efforts included Engineer Inspections of

653 幅斜坡進行工程師維修檢查，
slopes due for such inspections and

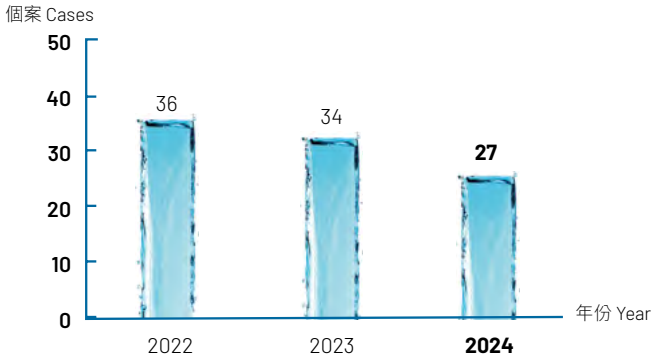
當中進行了預防性維修或鞏固工程的合共有
preventive maintenance or upgrades completed on **65** 幅斜坡
selected slopes

水管資產管理
Water Main Asset Management

由 2015 年起，水務署實施了多管齊下的措施，包括推行「風險為本水管資產管理計劃」，根據水管使用年期、物料、過往爆裂或滲漏紀錄、周遭環境，以及其爆裂或滲漏所造成的後果等因素，以評估水管的風險，並陸續更換或修復個別較高風險水管段落，持續維持供水管網的整體健康狀況，減少水管爆裂或滲漏的風險。此外，我們亦會採用塗層更耐用與防銹蝕性更佳的新型水管，進一步降低風險。

Since 2015, the WSD has implemented multi-pronged measures, including adopting a "risk-based asset management programme for water mains" by introducing factors such as age of use, materials, past records of bursts or leaks, surrounding environment and consequence resulting from bursts or leaks, for assessing the risk of water mains so as to replace or rehabilitate specific sections of water mains with higher risk progressively with a view to continuously maintaining the healthiness of the water supply networks and reducing the risks of water main bursts or leaks. We are also deploying new water pipes with more durable coatings and better corrosion resistance to further reduce risk.

以風險為本的管理策略減少水管爆裂
Reducing Water Main Bursts Through Risk-Based Management Strategy



水務署在全港的食水分配管網內已建立約 2 400 個「智管網」監測區域，除了能監測管網滲漏以適時為耗損水管進行維修工程外，亦可透過「智管網」中所裝設的水壓管理裝置，探測及調節水管內的水壓，以減少水管爆裂或滲漏的風險。透過上述措施，食水水管滲漏比率亦已由 2015 年超過 15% 下降至 2024 年的 13.4%。

同時，水務署已展開優化「智管網」的工作，預計於 2027 年完成，主要涵蓋以下兩方面：

（i）分階段擴大「智管網」的監測範圍涵蓋食水主幹水管及餘下尚未設有「智管網」的食水分配管網（約佔兩成食水分配管網的範圍），在合適策略性位置安裝監測水管流量和水壓的傳感器，務求能更全面覆蓋食水供水網絡；及

（ii）提升現有「智管網」的功能，包括分階段更新監測水管流量和水壓的傳感器用作收集實時數據，從而能更迅速地偵測管網中的異常情況。

水務署亦設立了「爆喉熱點」機制，如發現任何 400 米長的路段在兩年內發生超過一次水管（直徑 150 毫米或以上）爆裂事故，該地點將會被列為「爆喉熱點」，我們會優先安排更換或修復相關水管，以減低再次發生水管爆裂的風險。這個機制自實施以來，我們已累計發現 66 個爆喉熱點。截至二零二五年三月三十一日，我們已為 56 個位置完成改善工程（完成率達 85%），另有 8 項工程現正進行中，2 項則處於規劃階段。

Besides, the WSD is establishing approximately 2 400 Water Intelligent Network (WIN) district metering areas (DMAs) within the fresh water distribution networks in the territory. In addition to monitoring leakage in the networks to timely carry out maintenance works for damaged mains, the risks of main bursts or leaks can be reduced by detecting and adjusting water pressure through the pressure management devices installed in the WIN. Through this measure, the leakage rate of fresh water mains has also dropped from 15% in 2015 to 13.4% in 2024.

Meanwhile, the WSD has commenced the enhancement of WIN for completion in 2027, focusing on the following two aspects:

(i) Expanding, in phases, the monitoring area of WIN to include fresh water trunk mains and the remaining fresh water distribution mains (covering approximately 20 per cent of the fresh water distribution networks) that are currently not covered by WIN by installing sensors to monitor water flow and pressure at strategic locations to provide a more comprehensive coverage of the fresh water supply networks; and

(ii) Upgrading the functions of the existing WIN, which includes upgrading the sensors used for monitoring the water flow and pressure in phases to collect real-time data with a view to speeding up detection of any abnormal conditions in the pipe networks.

The WSD has also established a "main burst hotspot" mechanism. If more than one main burst (with diameter of 150 millimetres or above) occurs within a 400-metre long road section in two years, WSD will designate the location as a "main burst hotspot" and arrange for expedited replacement or rehabilitation of the concerned water main so as to reduce the risk of recurrent main bursts. Since its establishment, the monitoring system has identified 66 such locations. As of 31 March 2025, improvement works have been completed at 56 hot spots (85% completion rate), with 8 currently in progress and 2 in planning stage.

為有效減少工程對交通及公眾的影響，同時更迅速地更換老化水管，我們已成立跨部門專責小組。小組由水務署署長擔任主席，成員包括發展局、運輸署、路政署、香港警務處、環境保護署及民政事務總署的代表，主要負責商討及制訂相關臨時交通安排方案和實施計劃，為水管更換工程做好前期規劃工作。

管道檢測機械人

為提升水管狀況的評估能力，水務署亦採用了先進的機械人檢測技術。這個專門用作在線檢測的機械人配備了圖像處理演算法及利用超聲波探頭，為水管內部表面作實地檢測，準確地評估重要水管的健康狀況。另外，我們正與本地大學團隊合作，研發新一代檢測方法與技術，重點包括：

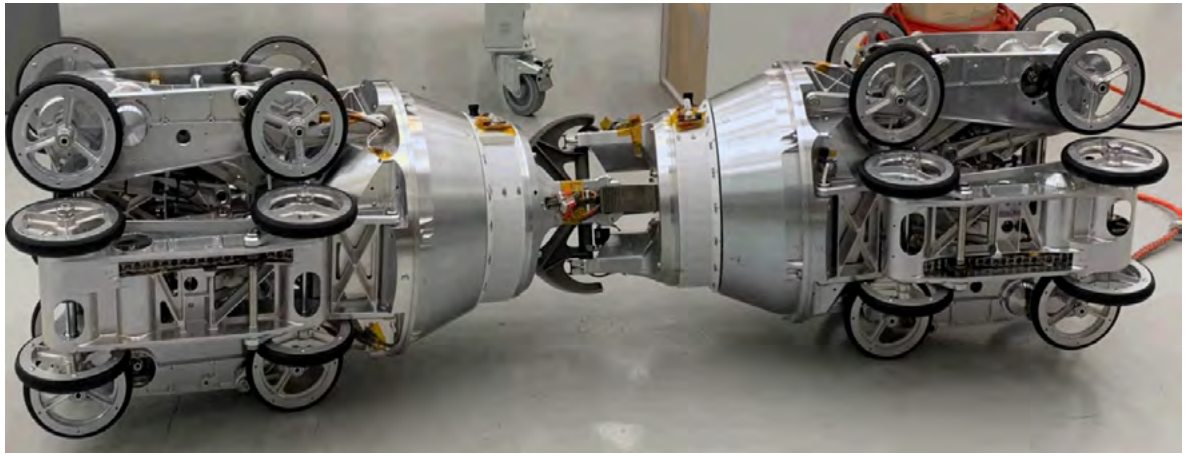
- 研發先進的機械人解決方案，更全面地評估水管狀況
- 整合人工智能技術，自動化檢查流程
- 透過技術創新提升測漏的效率、安全與準確度

To minimise the impact of works on traffic and the public, while accelerating the replacement of aged water mains, we have set up an inter-departmental task force. Chaired by the Director of Water Supplies, the task force includes representatives from the Development Bureau, the Transport Department, the Highways Department, the Hong Kong Police Force, the Environmental Protection Department, and the Home Affairs Department. This task force is responsible for discussing and formulating temporary traffic arrangement schemes and implementation plans, enabling early planning for mains replacement projects.

In-line Inspection Robotics

To enhance the assessment of water mains conditions, the WSD also employs cutting-edge robotic inspection technologies. Specialised in-line inspection robots equipped with image processing algorithms and ultrasonic probes conduct onsite evaluations of internal pipe surfaces, enabling precise health monitoring of critical water mains. We are collaborating with a local university to pioneer next-generation inspection methods and technologies, with a focus on:

- Developing advanced robotic solutions for more comprehensive pipe assessments
- Incorporating AI to automate inspection processes
- Improving leak detection efficiency, safety and accuracy through technological innovations



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遙距和自動化運作

為優化人力資源並有效應付持續轉變的用水需求，我們已在深井濾水廠推行試點項目，於夜班時段進行遙距運作。項目的第一階段已於二零二四年五月展開，預計於二零二六年底前完成。

待試點項目取得成功後，深井濾水廠夜班時段的運作將全程由油柑頭濾水廠的工作人員作遙距監視和控制，有效提升營運效率和供水的韌性。我們會從第一階段收集運作數據、表現趨勢和技術意見，用作制訂第二階段推行策略的依據，促進深井濾水廠邁向數碼化和自動化的運作模式。

Remote and Automated Operation

To optimise manpower and respond effectively to evolving water demand, we have embarked on a trial project enabling remote night-shift operation at the Sham Tseng Water Treatment Works (STsWTW). The Stage 1 implementation commenced in May 2024 with scheduled completion by late 2026.

Following successful implementation, Yau Kom Tau Water Treatment Works operators will remotely monitor and control STsWTW's night-shift operations, enhancing both efficiency and water supply resilience. The operational data, performance trends and technical observations gathered during Stage 1 will inform Stage 2's strategic implementation, advancing STsWTW towards full digitalisation and automated operations.

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提升水務設施

沙田濾水廠原地重置工程（南廠）

這項大型基建工程計劃將已使用約 50 年的南廠設施作全面升級，同時維持位於旁邊北廠的日常運作不受影響。升級後設施將能進一步提升濾水量，以應付新住宅發展區的食水需求增長。為克服運作上的挑戰並優化食水處理質素、施工效率、安全及可持續發展，工程採用了多項先進技術：

- **先進濾水處理技術：**高速沉澱、深層濾池、紫外線及臭氧消毒
- **創新建造技術：**建築信息模擬（BIM）、製造及裝配設計（DfMA）、「組裝合成」建築法（MiC）及機電裝備合成法（MiMEP），有效減少土地使用和提升設施的運作效率
- **設計融合可持續發展元素：**新行政大樓當中有 65% 以「組裝合成」建築法（MiC）建造，不但可縮短施工時間，亦提升了工地安全和環保方面的表現
- **數碼整合：**雲端通用數據環境（CDE）平台和數碼工程監督系統（DWSS）

主項目工程在
Commencement in August

2020 – **2027**

八月動工
for main works

預計於
Scheduled in the first quarter of

第一季全面投入運作
for full facility commissioning

ENHANCING WATERWORKS

In-Situ Reprovisioning of Sha Tin Water Treatment Works (South Works)

This major infrastructure project improves the 50-year-old South Works facilities while maintaining uninterrupted operations at the adjacent North works. The upgraded plant will increase treatment capacity to meet the growing fresh water demand from new housing developments. Cutting-edge technologies are adopted below to address operational challenges while enhancing treatment quality, construction efficiency, safety and sustainability performance:

- **Advanced water treatment technologies:** High rate sedimentation, deep bed filtration and ultraviolet light and ozone for water disinfection
- **Innovative construction technologies:** Building Information Modelling (BIM), Design for Manufacture and Assembly (DfMA), Modular Integrated Construction (MiC) and Multi-trade Integrated Mechanical, Electrical, and Plumbing (MiMEP) to optimise land usage and plant operation
- **Sustainable design:** 65% of the new Administration Building utilises MiC approach, reducing construction time while enhancing safety and environmental performance
- **Digital integration:** Cloud-based Common Data Environment (CDE) platform and Digital Works Supervision System (DWSS)

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小蠔灣濾水廠擴展工程

為切合北大嶼山將來的發展需要，工程旨在將小蠔灣濾水廠的濾水量增加一倍。工程已於二零二二年展開，並預計於二零二八年投入運作。

我們在項目的整個周期廣泛採用 BIM 技術，令項目質素、效益和可持續發展維持高水平。我們將全力為項目爭取「綠建環評」新建建築最高級別的鉑金評級，以實現我們重視可持續發展的承諾。項目憑藉創新與可持續發展的表現榮獲多項殊榮，詳情請參閱「奔流向前」章中「獎項及認可」章節。

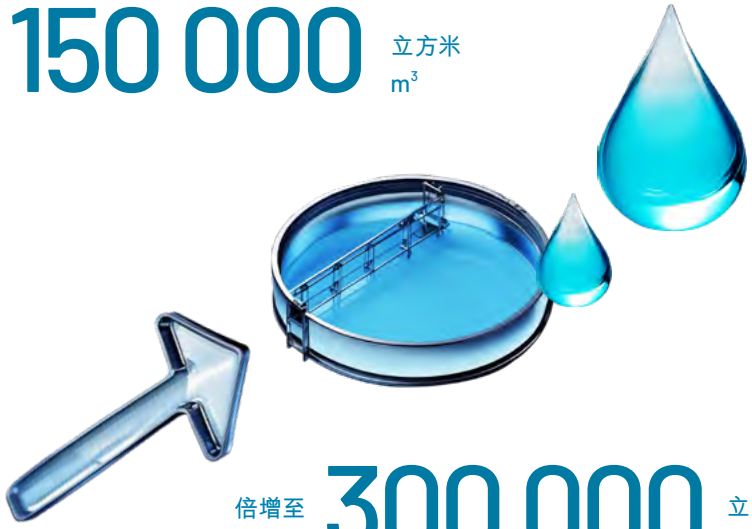
Siu Ho Wan Water Treatment Works Extension

To support North Lantau's future development, this project will double the plant's treatment capacity. Construction works commenced in 2022 for commissioning in 2028.

Throughout the project lifecycle, BIM technology has been extensively implemented to ensure quality, efficiency and sustainability. As part of our commitment to sustainable development, our goal is to achieve the top BEAM Plus New Buildings Platinum accreditation for its building performance. This project won multiple distinguished awards for its innovation and sustainability performance, see details in "Awards and Recognition" section under "Forge" Chapter.

從二零二八年起，
每日濾水量將由
From 2028, the daily water treatment capacity will be doubled from

150 000 立方米 m^3



倍增至 to **300 000** 立方米 m^3

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牛潭尾濾水廠擴展工程
Ngau Tam Mei Water Treatment Works Extension

為應付北部都會區發展計劃包括新田科技城及多個新發展區（如洪水橋/ 廈村、元朗南及牛潭尾等）帶來的用水需求增長，我們正籌劃牛潭尾濾水廠的大規模升級工程，增加食水產量。

第一階段的擴建工程預計於二零二五年十月至二零三一年第一季進行，將每日濾水量從 23 萬立方米增加至 44 萬立方米。新設施在設計時預留了額外空間，可因應未來需求，將每日濾水量提升至 64 萬立方米。

In order to meet the growing water demand of Northern Metropolis developments including San Tin Technopole and multiple NDAs (Hung Shui Kiu/Ha Tsuen NDA, Yuen Long South NDA, Ngau Tam Mei NDA), we are plannning a major capacity upgrade at the Ngau Tam Mei Water Treatment Works.

The Stage 1 extension works, scheduled from October 2025 to the first quarter of 2031, will increase daily treatment capacity from 230 000 m^3 to 440 000 m^3. The new facilities are being designed with additional space to cater for potential future expansion up to 640 000 m^3 per day as needed.

預計每日濾水量
Projected Daily Water Treatment Capacity

現有水濾量約
Current Capacity at

230 000
立方米
m^3

第一階段擴建後濾水量可達
Capacity after first-stage expansion will increase to

440 000
立方米
m^3

未來擴建後濾水量可達
Capacity after future expansion will increase to

640 000
立方米
m^3

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改善新界北部供水計劃

為配合新界北部即將展開的大型發展項目，包括古洞北新發展區、港深創科園、粉嶺北新發展區及新界北新市鎮（優先發展區），我們正籌備為現有的輸水系統升級，並將系統接駁至大埔濾水廠，增加食水供應量。結合上水濾水廠目前的食水供應量，升級後的供水系統將能滿足上述策略性發展區的食水增長需求。

北部都會區策略性供水規劃

我們正為北部都會區展開一項全面的可行性研究，制定長遠的供水策略。研究將分析當區食水需求的增長趨勢，檢視各供水基礎設施的供求情況，並研究是否需增設濾水設施，以確保系統可靠和具韌性。

Improvement of Water Supply to Northern New Territories

To support major upcoming developments in the northern New Territories - including Kwu Tung North NDA, Hong Kong-Shenzhen Innovation and Technology Park in the Loop, Fanling North NDA and New Territories North New Town (Priority Development Area) - we are planning to upgrade the existing trunk transfer system. This improvement will enable increased fresh water supply from Tai Po Water Treatment Works. Together with fresh water supplying from existing Sheung Shui Water Treatment Works, the enhanced water supply system will meet growing demand across these strategic development areas.

Strategic Planning of Water Supply to Northern Metropolis

We are conducting a comprehensive feasibility study to formulate a long-term water supply strategy for the Northern Metropolis. The study will assess projected demand growth and evaluate all water supply infrastructure requirements, including potential needs for additional treatment facilities to ensure system reliability and resilience.

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生物多樣性保育工作
Biodiversity Conservation

我們一向致力在每個工程推展階段及設施營運多方面融入可持續發展的元素，透過一系列環保和智慧措施優化流程、提升用戶體驗，同時達致減少能源消耗、實現減碳排放及減輕對環境影響，藉此推動設施營運的可持續發展 ：

We integrate sustainable development considerations into every stage of project delivery and facet of our operations. We are dedicated to enhancing our sustainability performance through a wide array of green and smart initiatives, aimed at optimising processes and user experiences, reducing energy consumption, decarbonising our operations and mitigating environmental impacts:

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綜合管理

我們訂立了一套完善的政策、指引及管理系統，並配合一系列的員工培訓，提升員工在有關品質、環境、能源及資產管理等方面的知識，這使我們能持續改善服務質素，並確保我們的服務及設施營運符合國際標準。這些管理系統包括：

- ISO 9001:2015 - 品質管理系統
- ISO 14001:2015 - 環境管理體系（新水務項目）
- ISO 55001:2014 - 資產管理系統
- ISO 50001:2018 - 能源管理系統

數碼轉型

數字水務辦公室於二零二四年六月成立，致力引入數碼轉型策略配合創新科技，提升供水服務。該策略主要圍繞三大核心：

- 發展智慧水務基礎建設
- 建立中央運作管理中心
- 推展物聯網平台

上述的技術提升有助我們為供水系統作全面監控，提供實時數據用作拓展智慧水務管理、人工智慧驅動的數據決策，以及預測性資產管理等。

數字水務辦公室為供水系統數碼化制訂了策略性路線圖，務求將現有基礎設施與先進技術全面整合， 並以數碼解決方案優化服務可靠性與韌性。

詳情請參閱「奔流向前」章有關數字水務發展的專題故事。

INTEGRATED MANAGEMENT

To ensure quality and continuous improvements, while aligning our services and operations with international standards, we have implemented comprehensive policies, guidelines and management systems. These are supported by staff training programmes covering quality, environmental, energy and asset management. Our certified systems include:

- ISO 9001:2015 - Quality Management Systems
- ISO 14001:2015 - Environmental Management Systems for new waterworks projects
- ISO 55001:2014 - Asset Management Systems
- ISO 50001:2018 - Energy Management Systems

DIGITAL TRANSFORMATION

Established in June 2024, the Digital Water Office spearheads our digital transformation strategy by harnessing innovative technologies to enhance water supply services. This strategic initiative focuses on 3 key pillars:

- Developing digital water infrastructure
- Establishing the Central Operation Management Centre
- Implementing an Internet-of-Things platform

These technological advancements enable system-wide monitoring of our water supply system, delivering real-time data to support intelligent water management, AI-powered data-driven decision-making and predictive asset management

The Digital Water Office formulates strategic road maps for systematic digitalisation of water supply services, ensures seamless integration of advanced technologies with legacy infrastructure, and optimises service reliability and responsiveness through digital solutions.

Read more in our feature story on digital water development in "Forge" Chapter.

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能源和碳管理

ISO 50001 能源管理系統

作為香港最大的能源用戶之一，水務署是香港特區政府首個獲得 ISO 50001:2011 能源管理系統認證的部門。為展現本署持續追求卓越能源管理的承諾，我們已完成提升能源管理系統認證至 ISO 50001 的最新版本，新的認證將覆蓋整個供水網絡，包括原水的收集、貯存、輸送及過濾等設施，以至食水與海水的各類供應及分配設施，總共涵蓋 218 個水務設施。

次氯酸鈉溶液投放系統

我們目前營運 22 個海傍海水抽水站，為香港近 85% 的人口每日平均供應 76 萬立方米的沖廁用海水。為節省能源和提升能源效益，我們已在海傍海水抽水站逐步安裝更節能的次氯酸鈉溶液投放系統，用作消毒海水。

以下五個海水抽水站已完成安裝次氯酸鈉溶液投放系統並開始投入運作：

- 將軍澳海水抽水站
- 小西灣海水抽水站
- 九龍南二號海水抽水站
- 荃灣海水抽水站
- 西灣河海水抽水站

ENERGY AND CARBON MANAGEMENT

ISO 50001 Energy Management System

As one of the city's largest energy consumers, we are the first government department in the HKSAR to achieve the ISO 50001:2011 certification for Energy Management System. To demonstrate our commitment to sustained excellence in energy management, we have completed upgrading our certification to the latest version, which now covers the entire water supply chain. This ranges from raw water collection, storage, transfer and treatment to fresh and salt water supply and distribution across 218 waterworks installations.

Sodium Hypochlorite Dosing Systems

Currently, we operate 22 seafront salt water pumping stations, which supply an average of 760 000 m^3 of salt water daily for toilet flushing, serving approximately 85% of Hong Kong's population. To achieve energy saving and enhance efficiency, we are progressively installing energy-efficient sodium hypochlorite dosing systems (SHDS) across these stations for salt water disinfection.

The installation and commissioning of SHDS has been successfully completed at 5 key stations:

- Tseung Kwan O Salt Water Pumping Station (SWPS)
- Siu Sai Wan SWPS
- Kowloon South No.2 SWPS
- Tsuen Wan SWPS
- Sai Wan Ho SWPS

我們正逐步在海傍海水抽水站安裝更節能的次氯酸鈉溶液投放系統，以提升能源效益。

We are progressively installing sodium hypochlorite dosing systems at our salt water pumping stations to improve energy efficiency.

減少碳足跡

我們已經完成五座辦公室大樓的碳審計工作。隨著節能措施相繼實施，包括將特定辦公室大樓的風冷式冷氣設備更換成更具能源效益的水冷式冷氣設備，令我們在減低整體溫室氣體排放方面成效顯著。

以下設施已完成碳審計工作：

- 長沙灣大樓
- 九龍灣大樓
- 北角大樓
- 天水圍大樓
- 龍翔道機電工場

碳排放評估計劃

除了為辦公大樓進行年度碳審計外，我們亦針對高耗能的水務基礎設施分階段推行「碳排放評估計劃」。

計劃的第一階段現正進行中，就三大水務基礎建設包括濾水廠、食水及海水抽水站進行全面的碳審計。我們已委任專業顧問進行評估，務求以一套系統化及科學的方法尋找合適地方作進一步碳管理優化。第一階段預計於二零二五年底前完成。

Carbon Footprint Reduction

We have completed carbon audits for 5 of our office buildings. Through the implementation of energy-saving measures, including the replacement of air-cooled chiller plants with more energy-efficient water-cooled systems in select buildings, we have achieved measurable progress in reducing our overall greenhouse gas emissions.

Carbon audits have been completed for:

- Cheung Sha Wan Building
- Kowloon Bay Building
- North Point Building
- Tin Shui Wai Building
- Lung Cheung Road Mechanical and Electrical Workshop

Carbon Emissions Assessment Programme

In addition to conducting annual carbon audits for our office buildings, we have launched the carbon emissions assessment programme by phases targeting our most energy-intensive waterworks infrastructures.

The first phase, currently underway, involves a comprehensive carbon audit of 3 typical waterworks infrastructures which include water treatment works, fresh and seawater pumping stations. A specialist consultant has been engaged to conduct these assessments using systematic and scientific methodologies to identify key carbon management opportunities. This initial phase is scheduled for completion by 2025.

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發展可再生能源

我們致力發展可再生能源，並透過推行可再生能源項目為《香港氣候行動藍圖 2050》出一分力。我們在轄下多個水務設施推展可再生能源，包括水上或陸上太陽能發電系統、水力發電設施等，積極減低碳排放。

RENEWABLE ENERGY DEVELOPMENT

The development of renewable energy (RE) and implementation of RE projects contributes towards Hong Kong's Climate Action Plan 2050. Pivoting innovation and technological advancement, we are implementing renewable energy generation across our waterworks assets to advance decarbonisation. Our initiatives include floating and land-based solar power systems and hydropower plants.

陽能板發電系統
photovoltaic solar system

水力發電站
hydropower plant

內聯閉式水力發電裝置
In- line hydropwer harnessing device (IHHD)

浮動太陽能板發電系統

我們在石壁水塘、船灣淡水湖和大欖涌水塘進行了浮動太陽能板發電先導計劃，為香港日後興建大型浮動太陽能板發電場奠下良好基礎。

Floating Photovoltaic Systems

The pilot floating photovoltaic projects at the Shek Pik, Plover Cove and Tai Lam Chung Reservoirs have built a solid foundation for deploying large-scale floating solar farms across impounding reservoirs in Hong Kong.

開創政府最大規模的可再生能源項目

我們正計劃在將軍澳新界東南堆填區建造一個全港最大由政府牽頭興建的再生能源項目，該太陽能發電場能生產電力達 10 兆瓦。這項標誌性項目將能：

- 直接為鄰近的將軍澳海水化淡廠供應潔淨能源
- 證明在香港發展大型可再生能源項目的可行性
- 展示如何以創新解決方案克服城市地理限制帶來的挑戰

待項目完成後，此太陽能發電場將成為香港再生能源發展的一項重大里程碑，充分體現我們推展基礎設施的可持續發展及應對氣候轉變的決心。

Pioneering Governmen's Largest Renewable Energy Project

We are planning Hong Kong's largest government-led renewable energy project – a 10 MW solar farm at the South East New Territories (SENT) Landfill in Tseung Kwan O. This landmark initiative will:

- Provide clean energy directly to the adjacent Tseung Kwan O Desalination Plant
- Demonstrate the viability of large-scale renewable energy projects in Hong Kong
- Showcase innovative solutions to overcome the city's geographical constraints

Upon completion, this solar farm will represent a significant milestone in Hong Kong's renewable energy development, which demonstrates our commitment to sustainable infrastructure and climate action.

清淨能源的效益 Clean Energy Impact

我們的太陽能發電場每年生產的潔淨電力達到
Our solar farm generates

10 000 000
千瓦時
kWh
of clean electricity annually

=

相當於
equivalent to
powering

3 000
average households
戶家庭的平均用電量

=

減少
Reducing

7 000
tonnes of CO_2 emissions
公噸二氧化碳排放量

水力發電站

繼我們在屯門濾水廠和沙田濾水廠成功啟用香港首兩個水力發電站，我們已著手於馬鞍山濾水廠興建第三個水力發電站，並計劃在二零二六年完成。這些建設體現了我們致力在水務基礎設施中引入可再生能源元素的承諾。

Hydropower Plants

Building on the successful implementation of Hong Kong's first two hydropower plants at the Tuen Mun and Sha Tin Water Treatment Works, we are constructing a third facility at the Ma On Shan Water Treatment Works. This new hydropower plant, scheduled for completion in 2026, represents our continued commitment to integrating renewable energy solutions across waterworks infrastructure.

了解更多水力發電站
Learn more about hydropower plant

內聯閉式水力發電裝置

水務署作為推展可持續發展能源方案的先驅，以創新的內聯閉式水力發電裝置，有效將地下水管網絡中多餘的水壓能量轉化為可再生能源。這個裝置憑藉在城市供水管道的創新應用，榮獲第四十八屆「日內瓦國際發明展」(2023) - 金獎。

目前，「智管網」多個監測區域已配備內聯閉式水力發電裝置，為智能供水網絡的實時監測提供電力。我們正逐步在更多「智管網」站點應用內聯閉式水力發電裝置，並開發新一代的發電裝置，旨在用於供水流量較低的位置。我們希望將這項創新技術推廣至全球，推動智慧水務網絡發展。

In-line Hydropower Harnessing Devices

The WSD is pioneering sustainable energy solutions through innovative In-line hydropower harnessing device (IHHDs) which convert surplus water pressure in underground pipelines into renewable energy. In recognition of our innovative applications in urban water supply pipelines, the IHHD won the Gold Medal at the 48th International Exhibition of Inventions Geneva (2023).

Currently deployed across District Metering Areas (DMAs) in our Water Intelligent Network (WIN), these devices power real-time monitoring equipment for the smart water supply network. We are expanding IHHD deployment to more WIN sites and developing enhanced versions for lower-flow conditions, with plans to share this innovation globally to advance smart water network solutions.

減緩氣候變化

ISO 環境管理系統

我們致力在水務工程的各個階段包括規劃、設計及建造的過程盡量降低對環境造成的影響。我們每年在《ISO 14001:2015 環境管理系統》的框架下訂立新方向和目標，務求在環境管理系統及環境保護方面持續進步。

ENVIRONMENTAL MITIGATION

ISO Environmental Management System

We strive to minimise the environmental impacts arising from our waterworks construction projects throughout the planning, design and construction processes. Each year, we establish new objectives and targets under our ISO 14001:2015 Environmental Management System (EMS) to drive continuous improvements in both our EMS and environmental performance.

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提高生物多樣性

我們繼續與漁農自然護理署通力合作，透過完善維修保養機制和減少對生態造成影響，加強天然溪澗和引水道的保育工作。此外，我們積極尋找機會，為政府的生物多樣性保育工作及國家《生物多樣性策略及行動計劃》作出貢獻，同時提高公眾意識和社區參與度。

灌溉水塘中的浮動人工生態棲息地

為提升灌溉水塘及周邊自然環境的生物多樣性，我們已在大嶼山十塱灌溉水塘展開新項目。項目取得大嶼山保育基金資助，目前項目正處於籌備階段及準備相關招標文件。及後項目將展開招標程序，並委聘承建商為平台展開設計及建造工程。項目融合生態保育與可持續發展園景美化元素，策略性地優化區內的生態環境。

ENHANCING BIODIVERSITY

The WSD continues to enhance conservation efforts for natural streams and catchwaters by improving maintenance practices and minimising ecological impacts, with the support of the Agriculture, Fisheries and Conservation Department. In addition, we actively seek opportunities to contribute to both the Government's biodiversity conservation efforts and the Mainland's national Biodiversity Strategy and Action Plan, while promoting public awareness and community involvement.

Artificial Ecological Floating Platforms in Irrigation Reservoirs

To enhance biodiversity in irrigation reservoirs and their surrounding landscape, we have embarked on an innovative project to establish artificial ecological floating platforms at the Shap Long Irrigation Reservoir on Lantau Island. Funded by the Lantau Conservation Fund, the project has reached the preparatory stage, with tender documents currently in progress. The next phase will involve tendering and contractor engagement for the platform's design and construction. This initiative marks a strategic approach to ecological advancement, combining ecological conservation with sustainable landscape improvement.

水塘的釣魚期

我們定期會在水塘放入魚苗，配合有限度地捕捉成魚，用作平衡水塘的生態環境及保護水質的措施。這項措施能有效控制藻類生長，亦可減少魚類排泄物釋放的營養物質。

二零二四年十二月，船灣淡水湖在漁農自然護理署的「優質養魚場計劃」中成功註冊為「優質養魚場」，成為首個獲得該認證的本地水塘。這項成就意義重大，充分體現我們的水塘能培育出高品質的魚類。在這基礎下，我們正進一步與魚類統營處合作，開發魚湯及魚肉燒賣等魚類產品，預計於二零二五年第三季推出。這項創新的計劃為綜合水資源管理提供了示範，展示如何在保護水塘水質的同時，將水塘資源轉化為可持續供應的優質魚類產品，以造福社區。

Fish Management in Reservoirs

We maintain ecological balance and preserve water quality in our reservoirs through the regular release of fish fry, followed by the controlled harvesting of mature fish, a practice that controls the algal growth and mitigate the nutrient release from fish excrement.

In December 2024, Plover Cove Reservoir became the first local impounding reservoir to achieve a significant milestone: accreditation as a Fish Farm under the Agriculture Fisheries and Conservation Department's Accredited Fish Farm Scheme. This accreditation underscores the remarkable quality of the fish cultivated in the reservoir. Building on this achievement, we are collaborating with the Fish Marketing Organization to develop fish products such as fish soup and fish meat siu mai which are scheduled for market launch in the third quarter of 2025. This groundbreaking initiative demonstrates how integrated water resource management can simultaneously safeguard reservoir water quality and benefit local communities by transforming reservoir resources into a sustainable supply of high-quality fish products.


優質養魚場計劃
水產養殖場註冊證明書

船灣淡水湖是漁農自然護理署「優質養魚場計劃」下的首個註冊水塘。照片展示「優質養魚場」認證和從水塘捕捉的優質成魚。

Plover Cove Reservoir was the first impounding reservoir registered under the Agriculture, Fisheries and Conservation Department's Accredited Fish Farm Scheme. Photos show the Accredited Fish Farm Registration Certificate and high-quality fish from the reservoir.

提升服務質素 應付客戶增長
ENHANCING SERVICES TO MEET CUSTOMER GROWTH

我們一直秉承以客為本的核心理念，竭誠提供適時、高效及以客為本的服務。我們不斷探索嶄新和有效措施，滿足客戶的不同需求，同時促進低碳及經濟繁榮。

我們透過利用不同新興技術，致力從多方面提升服務質素，務求提供方便、靈活和高效的服務。

As part of our core values, we strive to enhance customer satisfaction by delivering responsive, efficient and customer-oriented services. We are constantly exploring new and effective ways to meet the diverse needs of our customers while underpinning a thriving and low-carbon economy.

Through emerging technologies, we have implemented a number of enhancements to provide convenient, flexible and efficient services.

客戶數目
Number of Customer Accounts

財政年度 Financial Year	2020-21	2021-22	2022-23	2023-24	2024-25
客戶數目 Number of Customer Accounts	3 115 900	3 159 000	3 196 800	3 230 100	**3 278 100**

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多元化的付款方法

為了進一步方便客戶，我們提供更多元化的繳費方式，當中包括自動轉賬、自動櫃員機、繳費靈、轉數快、支票、電話理財和網上繳費。我們將繼續探索更多付款方式的選擇，滿足客戶的不同需要。

電子賬單服務

我們為客戶提供電子賬單服務，助其輕鬆管理水費單及減少紙張消耗，並提供多項增值服務：

- 即時以電郵接收最新賬單
- 享獲額外延長繳費限期一個月（水費結算期為一個月的高用水量用戶除外）
- 接收繳費提示電郵
- 查閱過去兩年的用水和付款記錄

Diversified Payment Options

To bring greater convenience to customers, we provide diversified payment options for water bills. These include autopay, ATM, PPS, FPS (Faster Payment System), cheque, phone and internet banking. We will continue exploring new payment options to meet the varied needs of our customers.

E-Bill Service

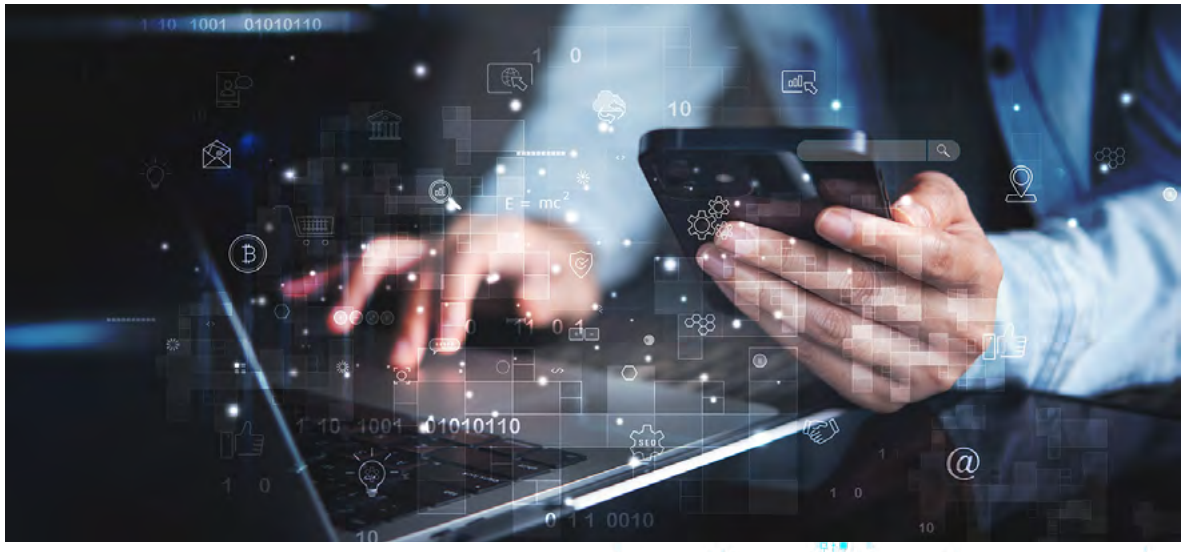
We offer e-bill service to help customers manage water bills with ease and reduce paper consumption. Subscribers enjoy these added benefits, including:

- Instant email delivery of new bills
- One-month payment due date extension (excluding high-water-consumption consumers billed monthly)
- Email payment reminders
- Access to 2 years of water consumption records and payment history

截至二零二五年三月三十一日，超過
As of 31 March 2025, over

243 300 名客戶 customers

已選用電子賬單。
have subscribed to e-bill service.



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水務署流動應用程式

水務署正在更新「水務署流動應用程式」，此應用程式可提供最新資訊，包括賬單摘要、催繳通知、暫停供水通告，以及有關水務署的計劃和服務的最新消息。用戶亦可以利用應用程式：

- 以二維碼於便利店或透過轉數快繳付帳單，無須出示實體水費單。
- 接收來自 615 個區議會劃分選區或特定大型屋苑的暫停供水通告。

透過結合本署其他的現有流動應用程式，更新後的應用程式可提供一個一站式個人化數碼水務資訊平台。新版應用程式優化了用戶介面和加入多項新功能，令客戶可隨時隨地掌握多項水務資訊及提交申請，務求提供市民更輕鬆和具彈性的優質用家體驗。

WSD Mobile App

The revamp of our mobile application "WSD Mobile App" is underway, it will provide real-time updates, including bill summaries, payment reminders, water suspension notices as well as latest news about the WSD's initiatives and services. Users can make use of the app to:

- Make payments at convenience stores or via FPS by using the provided QR code (no paper bill required)
- Receive water suspension notices for any of 615 sub-districts or designated Large Housing Estates

The revamped app will encompass other existing WSD mobile apps into a one-stop personalised digital water services information platform with an optimised user interface and enhanced features. Upon revamp, customers can access a wide range of water supplies information and deal with the submissions at fingers anytime and anywhere, providing a remarkable user experience to access WSD services in an easy and flexible manner.

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

蘋果 App Store
Apple App Store

Google Play

華為應用程式市場
Huawei AppGallery

Android

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提升供水申請服務

水務署實施了多項措施促進及簡化供水申請程序，為用水量高的商業用戶建造一個便利的營商環境。主要優化措施包括：

- **餐飲業供水申請自行認證計劃**在二零二四年十二月推出，讓紀錄優良的合資格持牌水喉匠按「先批准後審核」原則，自行認證已竣工的水管工程，取代以往「一刀切」的統一規管方式，既能鼓勵水喉匠保持工程優質，亦可簡化審批流程。計劃帶來多重效益：加速審批流程、降低行政成本、提升供水效率、提升營運支援，同時透過審計機制維持嚴謹的品質標準。

Service Enhancement for Water Supply Applications

The WSD has implemented multiple initiatives to facilitate and streamline water supply application processes, fostering a more business-friendly environment for high-water-consumption commercial users. Key enhancements include:

- **Self-Certification Scheme for Application for Water Supply for Catering Business Trades:** Launched in December 2024, the Scheme enables licensed plumbers (LPs) with strong track record to self-certify completed plumbing works under the "approval first and subsequent audit" principle. This performance-based approach replaces uniform "one-size-fits-all" regulations, creating incentives for quality work while streamlining verification processes. The streamlined system delivers multiple benefits including faster approvals, reduced administrative costs, more efficient water supply access, and enhanced support for business operations – while maintaining rigorous quality standards through post-approval audits.

「餐飲業供水申請自我認證計劃」的證書頒發儀式已於二零二五年一月舉行，表揚約三十位表現卓越的持牌水喉匠，成為被列入首批參與計劃的持牌水喉匠。

The certificate presentation ceremony for the "Self-Certification Scheme for Application for Water Supply for Catering Business Trades" (the Scheme) was held in January 2025. The ceremony recognised approximately 30 LPs with strong performance records as the first batch of LPs eligible to participate in the Scheme.

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- **智能化電子服務平台：**可行性研究完成後，水務署正開發全新的供水申請管理系統，並將於二零二六年起分階段實施，以提升服務效率。目前，各類住宅及商用物業均可透過電子方式遞交申請：
  - 村屋
  - 簡單水電工程，涵蓋食肆、理髮、美容店、洗衣店特定商業類型，以及獨立水錶安裝
  - 採用建築信息模型技術的設計項目
  - 申請流動水錶的企業
  - 要求由水務署執行工程
  - 餐飲業供水申請自我認證計劃

- **業界資源與溝通：**為支持與水務業界維持良好溝通，我們提供《樓宇水管工程技術要求》及《申請供水指引》（由二零一八年起每年更新）等全面指引，並透過通函發布新政策及指引的最新資訊。我們亦會定期與業界舉行會議，保持溝通渠道開放及促進意見交流。

暫停供水自動通告系統

我們以地理資訊系統為本的「停水通知系統」，在服務中斷期間與客戶保持溝通。這個創新系統能讓我們在緊急暫停食水供應時，主動向受影響用戶發出通知。在水管發生緊急故障時，系統不但可自動識別需要緊急維修的管段並自動關閉相關的閥門，更能鎖定受影響的建築物並向相關持份者發出暫停食水通知，提升緊急應變效率並將對用戶的不便降至最低。

系統最初應用於不少於 1 000 個住宅單位的大型屋苑，其後服務範圍逐步擴展。我們在二零二二年為系統加入了緊急暫停沖廁的通知服務。自二零二四年起，服務範圍更進一步擴展至小型屋苑，即不少於兩座及有 100 至 1 000 個住宅單位的屋苑。

- **Digital service platform:** Following a completed feasibility study, the WSD is developing a new water supply application management system, with phased implementation beginning in 2026, to enhance service efficiency. Currently, e lectronic submissions are already available for various property and business types:
  - Village-type houses
  - Simple plumbing works, including selected business trade such as food business, barber, beauty shops, laundries, and separate meters
  - Design projects adopting the Building Information Modelling (BIM) technology
  - Portable meter applications from companies
  - Request for work to be carried out by the Water Authority
  - Self-certification schemes for Application for Water Supply for Catering Business Trades

- **Industry resources and communications:** To support and maintain effective communication with the plumbing industry, we provide comprehensive guidelines such as Technical Requirements for Plumbing Works in Buildings and Guide to Application for Water Supply (published since 2018 and updated annually), along with updates on new policies and guidelines through circular letters. Regular meetings are also conducted with the trade to foster open dialogue and feedback.

Water Suspension Notification System

We are enhancing customer communications during service disruptions through the geographic information system (GIS)-based Water Suspension Notification System (WATSUN). This innovative system proactively alerts affected customers in the event of emergency fresh water supply suspension. At times of emergency failure in water mains, the WATSUN automatically identifies which valves to close and which pipe sections to isolate for emergency repairs, while simultaneously determining affected buildings and notifying relevant stakeholders, thereby improving emergency response efficiency and minimising customer inconvenience.

Since its initial launch covering Large Housing Estates (LHEs), i.e. estates with no less than 1 000 housing units, the system has been progressively expanded. In 2022, WATSUN incorporated notifications for emergency flushing water supply suspension in these LHEs. From 2024, the service has further been extended to Small Housing Estates (SHEs), i.e. estates with at least two blocks and housing units between 100 and 1000.

為合資格水喉匠提供電子牌照

自二零二二年起，合資格水喉匠可透過「智方便」流動應用程式申領電子牌照，進一步簡化申請及續期流程。主要功能包括：

- **全天候網上服務：**無需親臨牌照辦事處，隨時隨地都可提交申請
- **提升安全防護：**具備防偽特色及二維碼驗證功能，可連結到水務署的持牌水喉匠名冊
- **簡易驗證機制：**可即時確認牌照有效期

截至二零二五年三月，已就新申請或續簽申請簽發1609張電子牌照。

聊天機器人和語音分析

為提升客戶服務的可及性和效率，我們已推行兩項重要數碼化措施。我們在水務署網站提供了一個 AI 聊天機器人，每天 24 小時提供全天候自動化服務，為市民的一般日常查詢及住宅用水賬戶問題提供即時回覆。

待聊天機器人實施一段時間並累積一定經驗後，我們計劃在二零二五年推出具備多國語言能力的「對話式語音機器人」。這項由 AI 語言模型驅動的創新「虛擬客戶服務人員」，將能直接處理粵語、普通話及英語的語音指令，可提升客戶電話諮詢中心的個案處理量和運作效率，並確保經由所有熱線渠道提供的服務一致。

這個整合文字與語音的人工智能資訊系統，不但能更全面滿足多元社區的需求，同時優化整體服務的運作。

Electronic Licence for Eligible Plumbers

Since 2022, eligible plumbers have been able to obtain electronic licence (e-licence) through the "iAM Smart" platform, streamlining the application and renewal process. Key features include:

- **Round-the-clock online services**: applying anytime without visiting the licensing offices
- **Enhanced security:** anti-counterfeit features and QR code verification linking to the WSD's Licensed Plumber Directory
- **Convenient verification:** instant confirmation of license validity

As of March 2025, 1609 e-licences have been issued for new applications or renewal.

Chatbot and Speech Analytics

To enhance customer service accessibility and efficiency, the WSD has implemented 2 key digital solutions. An AI-powered chatbot on the WSD's website provides instant response to common public enquires and domestic water account questions, offering 24/7 automated assistance.

Building on the experience gained from the chatbot implementation, we will launch a multilingual "conversational voicebot" in 2025. This system will be capable of processing verbal instructions directly in Cantonese, Putonghua and English. This innovative "virtual customer service officer", powered by an AI language model, will significantly enhance our Customer Telephone Enquiry Hotline by increasing case handling capacity, improving operational efficiency, and maintaining consistent service quality across all hotline communication channels.

The integration of both text-based and voice-enabled AI information systems ensures comprehensive support for diverse community needs as well as optimising our service operations.

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匯流共創
FACILITATE

我們透過加強培訓、促進知識共享和建立策略夥伴關係強化員工並促進機構與社區合作，為未來攜手共建一個創新並具韌性的水資源。

We empower employees, institutions and communities through capacity building, knowledge sharing and strategic partnerships to drive water innovations and build a water-resilient future together.

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我們的員工
Our People

積極提升能力 成就卓越服務
BUILDING CAPABILITIES FOR OUTSTANDING SERVICE

我們深信要確保卓越服務水準，需從提升員工的知識、技能、安全意識與健康水平開始。透過鼓勵知識傳承、強化合作以及推動學習文化，令我們能從容應對瞬息萬變的氣候變化及新技術，持續提升服務質素並激發員工潛能，取得更卓越的成就。

水務署致力協助員工提升專業和個人技能，從中發掘自己的長處和潛能。我們的「水務專業學院」著重以互動形式提升學習體驗。

We believe delivering outstanding service starts with empowering our staff with enhanced knowledge, skills, safety and wellness. By fostering knowledge, collaboration and continuous learning, we adapt to the rapid climate and technological shifts, enhancing our services while enabling staff to thrive and achieve greater success.

At the WSD, we help staff develop professional and personal skills to unlock their strengths and potential. The WSD AQUA-DEMY offers a dynamic approach to enhancing learning experiences.

人員編制
Staff Establishment

財政年度 Financial Year	2020-21	2021-22	2022-23	2023-24	2024-25
初級人員 Junior Staff	418	412	411	354	**299**
一般及共通職系人員 General & Common Grades Staff	1 688	1 679	1 679	1 675	**1 663**
督察及技術人員 Inspectorate & Technical Staff	2 163	2 221	2 214	2 231	**2 250**
專業人員 Professional Staff	398	397	396	402	**403**
總數 Total	4 667	4 709	4 700	4 662	**4 615**

在二零二四至二五年度，我們提供了
In 2024-25, we provided

15 756 個員工培訓工日，
man-days of training,

培訓工日增加
training man-days increased by

29%

促進員工在跨領域方面的學習。
empowering our staff with cross-disciplinary learning.

策略知識管理 迎接智慧水務時代

水務署非常重視知識管理，並視之為我們策略願景的基石。隨著智慧水務時代的來臨，知識管理不單止著重傳統經驗累積和分享，並會整合先進及創新技術作數據分析，培養員工以實證為本作出關鍵決策，持續提升服務水平。

STRATEGIC KNOWLEDGE MANAGEMENT FOR SMART WATER ERA

The WSD is deeply committed to knowledge management (KM) as a cornerstone of our strategic vision. With the advent of the smart water era, KM has evolved beyond traditional experience accumulation and sharing to integrate cutting-edge data analytics and innovation, empowering staff to make evidence-based, high-impact decisions that elevate service excellence.

以數據為決策基礎：

善用大數據和人工智能，把知識管理轉化為可執行的方案，以實現科學為本和準確的決策。

Data-driven decisions:
leveraging big data and AI to transform KM into actionable insights for scientific and accurate decisions.

創新的合作平台：

建立跨部門知識分享平台，促進創新思維與經驗交流，凝聚並提升整個團隊的能力。

Innovative collaboration platform: *building a cross-departmental knowledge-sharing platform that fosters innovative thinking and experience exchange for enhancing organisational intelligence.*

迎接未來的學習模式：

加強員工培訓和完善學習機制，持續提升專業技能，確保在瞬息萬變的供水環境中保持應變能力。

Future-ready learning:
strengthening staff training and learning mechanisms that continuously upgrade expertise, ensuring adaptability in a rapidly evolving water landscape.

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多渠道的知識管理

水務署積極推行知識管理，營造主動學習和創新的機構文化。同事們均視知識共享為己任，並靈活使用多元渠道進行知識交流。除了面授式的主題「知識管理茶座」和技術座談會，我們亦致力拓展不同的學習渠道，包括：

- 高質影片系列「水廠故事」，展現水務領域的創新實踐、寶貴經驗和同事的傑出貢 獻，以及關於團隊凝聚力和創造力的專題節目。
- 由水務署署長主持的訪談節目「Roger 有約」，分享員工的經驗和見解。
- 提升並擴大「知識管理平台」的多元化功能，將知識有系統存檔並提供 24 小時全天候存取功能，促進合作和創新。

知識管理平台為所有水務資訊的中心樞紐，讓資訊易於存取、無縫共享，同時促進團隊合作。

Multi-Channel Knowledge Management

At the WSD, we champion KM to cultivate an organisational culture of active learning and innovation. Every colleague embraces knowledge-sharing as a responsibility, supported by agile dissemination mechanisms. We have evolved from face-to-face thematic KM Cafes and technical seminars to multi-channel learning, including:

- High-quality video series "Stories from Aqua" featuring water treatment innovative practices, valuable experiences and outstanding contributions from colleagues, as well as episodes on team cohesion and creativity.
- "A Date with Roger" interview programme hosted by the Director of Water Supplies showcasing staff experiences and insights.
- Upgraded versatile KM portal for 24/7 access to systematically archived knowledge, empowering collaboration and innovation.

The KM Portal is the central hub for all waterworks information, enabling easy access, seamless sharing, and improved collaboration.

為了拓闊視野，知識管理平台推出一個全新節目系列「Roger 有約」，由水務署署長黃恩諾工程師（左）擔任主持，透過訪問不同專家，為團隊建立知識交流和持續創新的文化。
To broaden perspectives, a new KM video series titled "A Date with Roger" was launched where the Director of Water Supplies Ir Roger Wong (left) interviews various experts to foster a culture of knowledge exchange and innovation within the organisation.

《說好水廠故事》第一集以小蠔灣濾水廠為題，講述同事面對複雜多變挑戰時，展現創新精神和堅毅決心。
The debut episode of "Stories from Aqua" featured the innovative and determined efforts of Siu Ho Wan Water Treatment Works colleagues as they tackled complex turbidity challenges.

知識管理平台為所有水務資訊的中心樞紐，讓資訊易於存取、無縫共享，同時促進團隊合作。
The KM Portal is the central hub for all waterworks information, enabling easy access, seamless sharing, and improved collaboration.

職業健康及安全

我們致力保障所有員工及工作人員在水務工程合約執行職務期間的健康和安全，按需要主動加強和推行必要措施，力求堅守最高的安全標準。

水務工程合約意外率一直處於低水平，對此我們感到十分自豪。就此，我們將繼續努力，採取以下措施，以進一步減低意外率：

- 加強安全培訓課程，提升員工和承建商的安全意識
- 在建築工地採用「安全智慧工地系統」(4S)確保工作環境安全

OCCUPATIONAL HEALTH AND SAFETY

We are committed to safeguarding the health and safety of both our staff and waterworks contracts workers. Where necessary, we proactively implement and strengthen measures to uphold the highest safety standards.

We take pride in maintaining a consistently low accident rate across our waterworks projects. Building on this achievement, we are determined to further reduce accident rate through the following initiatives:

- Enhance safety training programmes to raise awareness among staff and contractors
- Adopt the Smart Site Safety System (4S) at construction sites to ensure safe working environments

水務工程合約意外率維持低水平
Low Accident Rate in Waterworks Contracts

水務署的意外率僅為
WSD maintains an exceptional accident rate of

0.03

遠低於所有工務部門公共工程合約的意外率平均值(0.15)，兑現了我們致力保持卓越工地安全的承諾。

significantly below the 0.15 average across all Works Departments' Public Works Contracts – demonstrating our commitment to worksite safety excellence.

培養持續學習文化
Fostering a Culture of Innovation

超過
Over

1006

人次參與了 9 項知識管理活動
man-time participated in 9 Knowledge Management activities

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員工和職場健康

為了推廣員工的工作與生活平衡及加強團隊凝聚力，我們舉辦各種體育和康樂活動激勵員工，啟發他們的創新思維和團隊合作，提升工作表現。同時，我們透過積極參加外部比賽，進一步加強與政府部門和行業夥伴的聯繫。

STAFF AND WORKPLACE WELL-BEING

To promote work-life balance and team cohesion, we organise diverse sports and recreational activities that energise staff, foster innovative thinking and teamwork, and enhance work performance. Through active participation in external competitions, we have further strengthened our bonds with government counterparts and industry partners.

水務署將軍澳海水化淡廠水陸兩項鐵人賽

WSD Tseung Kwan O Desalination Plant Aquathlon

東江供水 60 周年傳承跑

Running competition for 60th anniversary of Dongjiang water supply to Hong Kong

中華電力龍舟邀請賽 2024

CLP Dragon Boat Friendship Cup 2024

水務署周年晚宴 2024

WSD Annual Dinner 2024

水務署春節嘉年華 2025

WSD Chinese New Year Carnival 2025

建造業開心跑 2025

Construction Industry Happy Run 2025

我們定期舉行會議關注員工及職場健康相關的問題，並舉辦宣傳活動，推廣健康和愉快的工作環境。此外，我們亦簽署了《好心情 @ 健康工作間約章》，就重要的健康議題如「健康飲食」、「體能活動」和「精神健康」等建立溝通平台。

We hold regular meetings to address staff and workplace well-being concerns, complemented by awareness campaigns promoting a healthy and joyful work environment. We have signed the Charter of Joyful@Healthy Workplace and developed communications on key health themes, including "Healthy Eating", "Physical Activity" and "Mental Health".

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服務社區

我們致力推動員工與社區成員攜手合作，為未來一代樹立良好榜樣，為推動社會正向發展盡一分力。

過去二十年，水務署義工隊一直鼓勵員工積極參與不同社區和慈善活動，如服務弱勢社群、師友計劃、環境保育及籌款運動等。員工不但可從中拓展技能和視野，亦能培養使命感，回應社區的不同需求。以下是二零二四至二五年度的重點項目：

SERVING THE COMMUNITY

At the WSD, we empower staff and community members to develop and share skills for the future, driving meaningful progress in society.

For over two decades, our Volunteer Team has inspired staff to actively support various community and charitable initiatives - from serving vulnerable groups and mentoring youth to conserving biodiversity and organising fundraising campaigns. These engagements not only expand skills and perspectives, but also foster purpose while addressing diverse community needs. Below are our 2024-25 project highlights:

我們的員工：積極正向的力量
Our People: A Force for Good

建造業愛山惜灘行動 2024

Construction Industry Countryside and Shoreline Clean-up Campaign 2024

為弱勢社群籌集善款

Raising fund for the disadvantaged

參與青年導師計劃

Youth mentorship and engagement

建造業捐血日

Construction Industry Blood Donation Day

支援籌款活動

Support to fundraising events

為長者進行水電和安裝節流器

Plumbing and electricity maintenance and water-saving device installation for the elderly

員工義工的社區服務
Staff Volunteering in Community Services

於二零二四至二五年度，
我們的員工共參與
In 2024-25, our colleagues engaged in

265 項義工活動，貢獻了
volunteer activities contributing

6 165 個社區服務時數。
man-hours of community service.

員工義工服務（工時）
Staff Volunteer Service (Man-hours)

財政年度 Financial Year	2020-21	2021-22	2022-23	2023-24	2024-25
工時 Man-hours	1 000*	1 208*	1 624*	3 688*	**6 165**

** 註： 鑑於二零一九冠狀病毒病疫情，二零二零年年初起有多項活動被取消。所有義工活動由二零二三年年初起已逐步恢復如常。*

** Note: Many activities were suspended during the COVID-19 epidemic from early 2020 onward, with all voluntary activities gradually returning to normal capacity beginning in early 2023.*

在二零二四年至二五年，我們憑藉對社區的貢獻而榮獲多項獎項，包括 2024 年公務員事務局局長嘉許狀、2024 年造業義工獎勵計劃和 2024 年香港義工獎。（詳情請參閱「奔流向前」中「獎項與認可」章節）

In 2024-25, our community contributions were honoured with multiple prestigious awards, including the Secretary for the Civil Service's Commendation Award 2024, Construction Industry Volunteer Scheme 2024 and Hong Kong Volunteer Award 2024. (Learn more in the "Awards and Recognition" section under "Forge" Chapter)

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我們的社區
Our Community

推動精明的用水文化
PROMOTING WATER-WISE CULTURE

為了延續市民的惜水習慣並加強控制食水需求增長，我們推行了多項公眾教育活動、參觀計劃，並與特定對象舉辦協作運動等。我們透過與學校、工商業界及非政府機構緊密合作，凝聚社區力量，令宣傳活動取得更大成效。

To sustain water-cherishing behaviour and effectively manage fresh water demand growth, we implement public education campaigns and visiting programmes alongside targeted partnerships. By collaborating closely with schools, businesses and non-government organisations (NGOs), we mobilise community-wide support and maximise the impact of our initiatives.

「不缺水的未來由你開始」比賽
"Save Water Today for a Sustainable Future" Campaign

在二零一九冠狀病毒病疫情的影響下，香港每天的人均食水量曾高達 150 公升。為了妥善處理香港食水需求持續上升的問題，水務署推行全方位的宣傳與教育活動，透過大眾傳媒宣傳和社區參與活動等多元化活動，鼓勵市民節約用水。其中，水務署推出原創主題曲及全新的政府宣傳短片，鼓勵市民改變用水習慣並減少浪費食水。

To address Hong Kong's concerning rise in water consumption – which peaked at 150 litres per person daily during COVID-19 – the WSD launched a comprehensive publicity and education campaign to promote water conservation. This multi-faceted campaign integrated mass media outreach with community engagement activities. As part of these efforts, the WSD also introduced an original theme song and launched new announcements in the public interest (APIs) to motivate behaviour change and reduce water waste.

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政府宣傳短片
ANNOUNCEMENTS IN THE PUBLIC INTERESTS (API)

我們製作了一輯全新的政府宣傳短片並制定宣傳策略，在電視、電台、印刷品、數碼及社交媒體等渠道播放，讓市民對一些常見的浪費食水行為加強警惕，並鼓勵大眾檢討自己的日常用水習慣，加強節約用水意識。

The new APIs were strategically broadcast across TV, radio, print, digital and social media platforms to raise awareness of common water-wasting behaviours and encourage the public to rethink their daily water usage habits for conserving water.

社交媒體挑戰賽
SOCIAL MEDIA CHALLENGE

活動透過舉辦一個創新及生動有趣的社交媒體挑戰賽，加強珍惜食水的宣傳效果。水務署與多位網絡紅人和名人合作，製作多個節約用水短片和互動牆面投影遊戲，目前累計瀏覽量已達 360 萬次。我們在 Facebook 和 Instagram 上增設實境濾鏡令參加者更能投入其中，鼓勵他們創作和分享主題相關的內容。這項創新的互動數碼策略成功將惜水教育轉化為更廣為人知的公眾參與活動。

The campaign amplified its water conservation messages through an innovative and fun social media challenge. In collaboration with KOLs and celebrities, the WSD produced viral water-saving video tips and interactive wall games that garnered 3.6 million views. Augmented Reality (AR) filters on Facebook and Instagram further enhanced engagement, enabling users to create and share themed contents. This dynamic digital strategy successfully transformed conservation education into widespread public participation.

「知慳識水」嘉年華
WATER SAVE CARNIVAL

嘉年華於二零二四年十二月在灣仔 HarbourChill 海濱休閒站舉行，吸引超過 22 000 名觀眾參觀。嘉年華將節約用水訊息融入生活中，在「知慳識水」主題下，透過互動遊戲、親子工作坊、並以展覽媒體展示生動有趣的惜水故事和實用惜水錦囊，生動呈現了水資源保護的理念。場內更設置巨型水滴，讓市民「打卡」留念，鼓勵公眾承諾實踐「珍惜點滴，實現美好生活」。開幕典禮上，水務署吉祥物「滴惜仔」夥拍其他政府部門的吉祥物組成「水滴男團」，傾力獻唱主題曲《點滴也是愛》。

Held in December 2024 at HarbourChill, Wan Chai, the vibrant event attracted over 22 000 visitors. The carnival brought water conservation to life through multimedia games under the "Cherish Water" theme, interactive parent-child workshops, engaging exhibition installations showcasing water-saving stories and practical tips, and a giant crystal droplet for photo opportunities, while enabling public's commitment to the vision of "Cherish Every Drop, Sustain a Better Life". The opening ceremony featured celebrities, the WSD Mascot Water Save Dave, and the Droplet Boy Band performing the theme song "Droplet is Love".

「知慳識水」樂園巡迴展覽及體感互動遊戲
WATERSAVE WONDERLAND ROADSHOWS AND EXPERIENTIAL SIMULATION PROGRAMME

二零二四年九月至十一月，「知慳識水」樂園巡迴展覽先後於新港城中心、TKO Gateway、奧海城和時代廣場四個地點舉行，吸引了約 24 800 名市民參與。參加者對實踐教育的互動遊戲反應熱烈，在活動後更表示有信心能減少食水浪費。此外，我們亦推出模擬體驗，利用沉浸式教育活動，讓市民能更深體會食水的重要性，培養良好的惜水習慣並持之以恆。

The roadshows ran from September to November 2024 across 4 locations - MOSTown, TKO Gateway, Olympian City, and Times Square - attracting approximately 24 800 visitors. Participants valued the hands-on education experiences and reported increased confidence in reducing water waste following their attendance. We also introduced an activity-based experiential simulation programme, using immersive educational activities to deepen public understanding of fresh water’ s importance and inspire long-term water-saving habits.

公眾積極參與二零二四年的節約用水運動
Strong Public Engagement in 2024 Water Conservation Campaign

活動調查顯示超過
Post-event surveys revealed that over

80%

參與者表示對節約用水有更深入的認識，並計劃在日常生活中採取具體的惜水措施。
of participants gained a better understanding of water conservation and planned to adopt water-saving practices in daily life.

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前深水埗配水庫參觀活動
EX-SHAM SHUI PO SERVICE RESERVOIR VISITING PROGRAMME

這座歷史悠久的配水庫進行大規模的保育及服務優化工程後，已活化成為一個公眾展覽場地。設施現時提供導賞團，致力提高市民對水務歷史建築及文物的保育意識，同時加深他們對香港供水歷史的認識。配水庫自二零二一 年十二月開放至今，已累計接待超過 192 000 名訪客，讓公眾有機會欣賞古蹟獨特的內部結構特色及其歷史代表性。

為了鼓勵更多公眾參與，由二零二四年八月一日起公眾無須預約入場，讓市民能更方便透過自助導賞形式探索這個神秘的寶藏。

Following extensive restoration and service enhancements, the WSD has revitalised this historic service reservoir into a public exhibition space. The site now offers guided tours to promote awareness of historic waterworks structures and heritage conservation, while deepening public understanding of Hong Kong's water supply history. Since its opening in December 2021, the reservoir has welcomed over 192 000 visitors, allowing them to appreciate its unique interior architectural features and historic significance.

To encourage public engagement, advance bookings are no longer required as of 1 August 2024, making it easier for citizens to explore this hidden gem through self-guided tours.

將軍澳海水淡化廠二零二四年開放日
TSEUNG KWAN O DESALINATION PLANT OPEN DAY 2024

將軍澳海水淡化廠自二零二三年開始供水後，在二零二四年十一月首度舉辦開放日，讓公眾有機會深入各項設施了解食水處理流程。是次活動旨在加深大眾對香港供水發展的認識，共吸引超過 1 600 名市民參與，其中包括學生和專業人士。

另外，我們以「東江水供港」為題舉辦特別展覽，展示了粵港政府攜手合作在保障東江水水質和安全方面所作出的努力。

The first-ever Tseung Kwan O Desalination Plant Open Day was held in November 2024, offering the public an exclusive opportunity to explore the plant facilities and learn about its water treatment processes following its opening in 2023. The event aimed to enhance public understanding of Hong Kong's water supply development and drew over 1 600 visitors, including students and professionals.

A special exhibition titled "Dongjiang Water Supply to Hong Kong" showcased the joint efforts of the Hong Kong SAR and Guangdong governments to safeguard the quality and security of Dongjiang water supply.

「滴滴遊蹤深導行」參觀活動
"EXCURSION WITH WATER SAVE DAVE" VISITING PROGRAMME

「滴滴遊蹤深導行」參觀活動在二零一九年起開始舉辦，旨在提高公眾對水資源的認識，並鼓勵大家一同努力為下一代保護水資源。活動共設有三個主題及七個參觀地點，透過在各個水務設施提供導賞團，讓市民了解水務署的日常工作及香港複雜的供水系統，從而體會個人及社區節約用水的重要性。

為慶祝東江水供港六十周年，水務署推出一系列主題導覽活動，重點介紹東江水的輸送、貯存及處理過程，其中包括到船灣淡水湖和大埔濾水廠參觀。所有導覽活動均在二零二四至二五年年度成功舉行。活動自二零一九年啟動以來，已累計吸引超過 19 700 名市民參加。

Established in 2019, the "Excursion with Water Save Dave" Visiting Programme raises public knowledge about water resources and inspires collective action to safeguard them for future generations. Through guided tours of WSD's waterworks facilities, participants explore 3 thematic topics across 7 locations, gaining insights into WSD's daily operations, Hong Kong's complex water supply system, and the importance of individual and community contributions to water conservation.

To celebrate the 60th anniversary of Dongjiang Water Supply to Hong Kong, thematic guided tours were introduced, focusing on the transportation, storage and treatment of Dongjiang water, including visits to the Plover Cove Reservoir and Tai Po Water Treatment Works. In 2024-25, all tours were successfully conducted, and the programme has attracted over 19 700 participants since its launch in 2019.

主題導覽活動
Thematic guided tours

導賞主題：
Guided tour themes:

- 我們的水資源
  Our Water Resources and Nature
- 水務文物徑
  Waterworks Heritage Trails
- 食水處理和品質管制
  Fresh Water Treatment and Quality Control

參觀地點：
Visiting locations:

- 船灣淡水湖
  Plover Cove Reservoir
- 萬宜水庫
  High Island Reservoir
- 九龍水務文物徑
  Kowloon Waterworks Heritage Trail
- 大潭水務文物徑
  Tai Tam Waterworks Heritage Trail
- 大埔濾水廠
  Tai Po Water Treatment Works
- 馬鞍山濾水廠
  Ma On Shan Water Treatment Works
- 牛潭尾濾水廠
  Ngau Tam Mei Water Treatment Works

了解更多
Learn more

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惜水運動

我們重點向學校、企業及非政府機構等目標群組推展全面的惜水活動，提高節約用水的成效。

CHERISH WATER PROGRAMMES

Our comprehensive water conservation initiatives engage all sectors of society through targeted outreach with schools, enterprises and NGOs to enhance effectiveness.

「惜水大使計劃 2023/24」計劃 – 「惜水料理達人挑戰」
CHERISH WATER AMBASSADOR SCHEME – WATER-SAVING CULINARY CHALLENGE

水務署自二零一八年舉辦「惜水大使計劃」以來，已培訓逾 350 名學生成為「惜水大使」。在二零二四年的「惜水料理達人挑戰」中，我們重點推廣惜水飲食文化，探索惜水烹飪，獲獎食譜更可獲社會企業 Café 21 納入為特別午餐菜單。前三名的優勝者在水務署總部及水知園參加體驗式學習項目，加深對節約用水的理解，及後將所學知識在餐廳的遊戲攤位上應用。

Launched in 2018, the"Cherish Water Ambassador Scheme" has trained over 350 secondary school students as water conservation advocates. Its 2024 Water-Saving Culinary Challenge promoted water-conscious dining culture and practices, with winning recipes featured in social enterprise Café 21's special lunch menu. The top 3 winners deepened their understanding of water conservation through an experiential learning programme at the WSD Headquarters and H_2OPE Centre, later applying their knowledge via the game booth at the restaurant.

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方力申的慳水秘訣
SMART WATER-SAVING HACKS WITH ALEX FONG

為推廣日常生活中的節約用水，我們與名人方力申合作製作一系列實用的惜水影片，並由水務署吉祥物「滴惜仔」聯同出演。影片透過多個社交媒體平台上播放，鼓勵市民積極參與節約用水。

To promote responsible water use in daily life, we partnered with celebrity Alex Fong to produce a series of practical water-saving videos. Featuring the WSD Mascot Water Save Dave, these engaging clips were distributed across multiple social media platforms, inspiring public participation in water conservation.

「惜水學堂」節約用水教育計劃
"CHERISH WATER CAMPUS" INTEGRATED EDUCATION PROGRAMME

計劃結合理論與知識、互動遊戲和多元化的教材，讓幼稚園和小學的學齡兒童從小培養節約用水的習慣。

This programme nurtures good water-saving habits in young learners through an integrated approach combining theoretical knowledge with interactive activities and diversified teaching materials for kindergartens and primary schools.

參與「惜水學堂」節約用水教育計劃的學校數目：
Number of schools participated in the "Cherish Water Campus" Integrated Education Programme:

454
間小學
primary schools

494
間幼稚園
kindergartens

我們在二零二四 / 二五學年期間，舉辦多項教育活動，其中包括：

- 「不缺水的未來由你開始」海報設計比賽為「節約用水週」的其中一項活動，讓小學生明白珍惜用水的重要性。
- 我們以慶祝東江水供港六十週年為主題舉辦了多項紀念活動，包括「小學親子繪畫比賽」(二零二四年九月)、「幼兒園親子填色比賽」(二零二四年九月)以及「惜水小手冊」(二零二四年九月至十月)。

During the 2024/25 school year, multiple education initiatives were held, including：

- "Save Water Today for a Sustainable Future" Poster Design Competition (May 2024) held as part of the Water Saving Week to enhance primary school students' understanding about the importance of cherishing water.
- Commemorative activities marking the 60th anniversary of Dongjiang water supply to Hong Kong featuring Parent-child Drawing Competition for primary schools (September 2024), Parent-child Colouring Competition for kindergartens (September 2024) and Cherish Water Booklet Activity (September to October 2024).

活動鼓勵學生參與創作，不僅令他們認識香港水資源的珍貴及供水發展，同時培養節水意識與實踐精神。以下是這些比賽的獲獎作品：

These engaging activities enhanced students' understanding about Hong Kong's precious water resources and water supply developments while cultivating water conservation mindsets and principles. Winning entries from these competitions are showcased below:

小學組
Primary Schools

「不缺水的未來 由你開始」海報設計比賽
"Save Water Today for a Sustainable Future" Poster Design Competition

冠軍（初小組）
Champion (Junior Level)

冠軍（高小組）
Champion (Senior Level)

慶祝東江水供港六十周年「小學親子繪畫比賽」
"Celebration of the 60th Anniversary of Dongjiang Water Supply to Hong Kong" - Primary School Parent-child Drawing Competition

冠軍（初小組）
Champion (Junior Level)

冠軍（高小組）
Champion (Senior Level)

幼兒園
Kindergartens

慶祝東江水供港六十周年「幼兒園親子填色比賽」
"Celebration of the 60th Anniversary of Dongjiang Water Supply to Hong Kong" Kindergarten Parent-child Colouring Competition

冠軍（幼稚園）
Champion (Kindergarten)

所有得獎作品在多個地點展出，包括灣仔入境事務大樓一樓、沙田政府合署、水知園以及多個港鐵社區藝術畫廊，展示學生的創意和對節約用水的承諾。

The winning entries from all competitions were exhibited at multiple locations, including the 1/F of Immigration Tower, Wan Chai; Sha Tin Government Offices; the H_2OPE Centre; and various MTR Community Art Galleries, showcasing students' creativity and commitment to water conservation.

豐富教學資源
ENHANCED TEACHING RESOURCES

《知水 · 惜水》電子學習平台
E-LEARNING PLATFORM "WATER: LEARN & CONSERVE"

水務署提供經改良及優化的《知水 • 惜水》教材的電子學習平台，讓中學生對水資源及節約用水加深認識。

教材內容豐富，讓學生以不同角度學習節約用水，並理解其對社會發展和水資源管理的可持續發展擔任重要角色。

- 切合課程的用水相關題目
- 互動式 STEAM 活動
- 鼓勵批判思維的討論指引
- 圖表解說和照片等輔助教材

To deepen secondary school students' understanding of water resources and conservation, we have provided an e-learning platform with enhanced teaching kit "Water: Learn & Conserve".

This comprehensive teaching kit features the following contents to foster balanced perspectives on water conservation, and its critical role in social development and sustainable water resource management.

- Curriculum-aligned water-related subjects
- Interactive STEAM activities
- Discussion guides for critical thinking
- Visual aids e.g. diagrams and photographs

經優化的幼稚園教材套
ENHANCED KINDERGARTEN TEACHING KIT

水務署已全面優化幼稚園惜水教材，發揮惜水教育的最大影響力。

這套教材專門設計用作培育惜水小先峰，提供多元化的互動活動，並可因應不同班級的實際情況靈活調整。

The WSD has revamped the kindergarten teaching kit to maximise the impact of water conservation education.

Designed to nurture young water stewards, the enhanced activity book provides diverse interactive activities with flexible customisation for different classrooms.

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惜水遊戲
WATER CONSERVATION GAMES

我們提供豐富的教學資源，包括桌上遊戲「與滴惜仔朋友同行」，及其互動網上版本。

遊戲作為「節水小英雄」雙語網站上模擬場景的延伸，加強了學習體驗，並讓參加者能持續透過遊戲逐步鞏固惜水知識。

Engaging teaching resources are provided to include the board game "Keeping Up with Friends of Water Save Dave" and its interactive online version.

These water conservation games extend the learning experience beyond the physical simulation featured on the "Hydro Heroes" bilingual website, enabling participants to reinforce water-saving knowledge through continued play.

為家庭和外籍家庭傭工提供小貼士
TIPS FOR FAMILIES AND FOREIGN DOMESTIC HELPERS

我們鼓勵全民響應減少用水，合力教育下一代及其家人（包括外籍家庭傭工）節約用水，並養成智慧用水的生活習慣。

We encourage all citizens to reduce water waste and join us in educating young generation and their families - including foreign domestic helpers - to conserve water and adopt a water-wise lifestyle.

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推動企業水資源管理

非住宅用水現時佔全港總用水量百分之四十。ECH$_2$O -「商約」惜水運動於二零二二年起開始推行，致力促進各界別合作減少非住宅用水。

這個運動提供了一個工商機構的合作平台，涵蓋以下各部分：

Driving Corporate Water Stewardship

Launched in 2022, the "Enterprises Cherish Water Campaign (ECH$_2$O)" fosters multi-sectoral collaboration to reduce non-domestic water use, which accounts for about 40% of Hong Kong's fresh water consumption.

This campaign serves as a collaborative platform for commercial and industrial organisations, featuring:

- 簽署惜水承諾
  Charter signing to pledge water conservation commitments
- 委任「惜水經理」
  Appointment of dedicated "Water Conservation Manager"
- 制定可量度的節水目標
  Establishment of measurable water-saving targets
- 推行教育和宣傳活動，推廣節水實務常規和行為（例如：攤位、網路研討會、工作坊和展覽）
  Education and publicity activities promoting water-cherishing practices and behaviours (e.g. booths, webinars, workshops and exhibitions)
- 採用節水設備
  Adoption of water-efficient devices
- 設立年度嘉許計劃
  An annual award recognition programme

自計劃推行以來，參加機構和處所累計節省用水達 160 萬立方米，相當於 640 個奧運標準游泳池。

Since its launch, participating organisations or premises have collectively reduced water consumption by approximately 1.6 million m^3 - equivalent to 640 Olympic-size swimming pools.

榮獲「傑出商約惜水經理」的得獎者在其管理的建築物內向租戶推廣節水措施。
An Outstanding ECH$_2$O Manager Award winner promoted water conservation to tenants in the buildings they manage

「惜水推廣大獎」得獎者在會場設置宣傳攤位，鼓勵顧客節約用水。
A Grand Cherishing Water Promotion Award winner established a promotional booth at their venue to encourage water conservation among customers.

榮獲「循環再用惜水大獎」的得獎者之一以無土栽培技術有效減少用水量。
One of the winners of the Grand Water Reuse and Recycling Award adopts soilness planting technique to reduce water usage.

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企業堅定承諾

「商約」惜水約章獲得各大機構熱烈支持，參與的工商機構由最初約600間大幅增至逾1 000間，攜手履行節約用水的承諾。

Strong Enterprise Commitment

The Enterprise Cherish Water Campaign has attracted growing participation, rising from 600 to over 1 000 commercial and industrial organisations committed to water conservation.

我們舉辦「商約」惜水約章頒獎典禮，表揚在節約用水方面作出傑出貢獻的工商機構、轄下處所及其員工。
The 2nd ECH$_2$O Awards Ceremony was held to commend the outstanding contributions to water conservation by the participating commercial and industrial organisations, their premises and staff.

「商約」惜水約章獲得各大機構熱烈支持，參與的工商機構由最初約
The Enterprise Cherish Water Campaign has attracted growing participation, rising from

600 **間大幅增至逾 to over**

1000 **間，攜手履行節約用水的承諾。commercial and industrial organisations committed to water conservation.**

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同心協力 以行動感染他人

為有效推行智慧用水及應對與日俱增的水資源風險，匯聚各界力量及加強與持份者的合作尤其重要。在今年，我們致力透過與不同界別合作及支持各項社區活動，擴大對社會各界的影響力，使節約用水和食水安全的訊息能夠深入社區。

FOSTERING SYNERGIES TO INSPIRE ACTION

Concerted efforts and stakeholder collaboration are essential for promoting the wise use of water resources and addressing growing water risks. During the year, we strengthened cross-sector partnerships and supported diverse community activities, expanding our reach across society and amplifying our water conservation and safety messages.

活水· 行
Walk for Living Water 2024

由水務署與愛德基金會（香港）合辦的步行籌款活動，吸引超過 300 名參加者參加，共籌得約 15 萬港元善款，為基本設施貧乏地區提升食水和衛生設施。時任水務署副署長黃國輝先生擔任活動的主禮嘉賓，並在致辭時呼籲大眾節約用水。水務署亦派出義工隊到場協助，並設置富教育性的遊戲攤位，推廣各種節約用水的小貼士。

Co-organised by the WSD and the Amity Foundation (Hong Kong), the walkathon attracted over 300 participants and raised about $150,000 to improve clean water access and sanitation facilities in underserved regions. The then Deputy Director of Water Supplies, Mr Alfred Wong Kwok-fai, officiated at the opening ceremony, urging water conservation in his speech. The WSD further supported the event by mobilising its volunteer team to manage operations and hosting an educational game booth to promote water-saving practices.

香港綠色日 2024
Hong Kong Green Day 2024

水務署作為香港綠色日 2024 的支持機構，積極以不同措施推廣節約用水訊息。在活動中，水務署吉祥物以特別嘉賓身份亮相並與參加者互動。此外，我們亦透過社交媒體宣傳活動及節約用水的訊息，並在會場設置互動遊戲攤位向參加者提供一些節約用水的小貼士。

As the supporting organisation, the WSD actively promoted water conservation through multiple initiatives. The WSD Mascot made a special appearance to engage attendees; social media campaigns amplified water conservation messages; and an interactive game booth educated participants about water-saving practices.

九龍總商會青年節 2024
Kowloon Chamber of Commerce Youth Festival 2024

青年節活動包含精彩演出並設有多個創意攤位，鼓勵年青人積極參與，其中包括以推廣節約用水意識為主題的水務署遊戲攤位。水務署助理署長 / 發展葉家駿先生擔任開幕儀式的主禮嘉賓，鼓勵年青人積極參與以及展示我們對環保教育的重視。

The festival encompassed vibrant performances and creative booths designed to engage young participants, including the WSD's game booth promoting water conservation awareness. WSD's Assistant Director/ Development, Mr Gary Yip Ka-chun, attended as the officiating guest on the opening day, demonstrating our commitment to youth engagement and environmental education.

環保嘉年華 2025
Green Carnival 2025

作為環保嘉年華 2025 的支持機構，水務署透過社交媒體宣傳環保生活，並設置「慳水達人大挑戰」互動遊戲攤位。市民在體驗遊戲樂趣之餘，同時獲得精美禮品及一些實用的節約用水貼士。

As the supporting organisation, the WSD promoted eco-friendly lifestyles through its social media platforms, and hosted an interactive "Water-Saving Genius Challenge" game booth. Participants enjoyed a fun, rewarding experience – receiving gifts while learning practical water-saving tips.

谷埔水堂開幕禮
Opening Ceremony of the "Kuk Po Water Journey"

這項創新的計劃，將原來已被荒廢的農地轉化為沉浸式教育基地，透過不同用水相關的體驗活動，培養參加者珍惜食水的意識。水務署助理署長 / 發展葉家駿先生在開幕典禮上致辭時強調建立節省用水習慣的重要性，並鼓勵大家以可持續發展的用水方式融入日常生活中。

This innovative initiative transformed abandoned farmland into an immersive educational facility, cultivating water conservation awareness through experiential water-themed activities. Officiating at the opening ceremony, the Assistant Director/ Development, Mr Gary Yip Ka-chun addressed the importance of nurturing water-saving habits and adopting sustainable water-use practices in daily life.

著綠狂奔 2025
Green Run 2025

活動由水務署吉祥物「滴惜仔」帶領熱身運動揭開序幕，為參與當日活動的跑手做好準備。水務署助理署長 / 發展葉家駿先生主持起步禮，隨後與跑手一同參加「一公里綠色領袖賽」。活動中參加者亦可體驗由水務署設置的互動遊戲攤位，學習實用慳水貼士並建立可持續發展的生活習慣。

The event commenced with a lively warm-up session led by the WSD Mascot Water Save Dave, preparing participants for the day's activities. The Assistant Director/Development, Mr Gary Yip Ka-chun, presided over the kick-off ceremony before joining runners in the "Green Leaders 1KM Race". Participants further engaged with WSD's interactive game booth, which provided practical water-saving tips for sustainable living.

加強與區議會交流
Enhancing Exchange with District Councils

水務署重視與社區保持緊密聯繫，致力加強溝通工作：

- 提高社區對水務署服務和設施的認識
- 通過定期會議和諮詢，回應市民關注的議題
- 收集市民意見和建議，完善我們的工作

於二零二四至二五年年度，我們一如以往邀請區議員參加交流討論，並安排導覽參觀水務設施，向他們介紹水務署工作的相關資訊和最新進展。

At the WSD, we prioritise maintaining strong community connections and enhancing communication to:

- Raise awareness and knowledge about WSD's services and facilities
- Address matters of concern through regular meetings and consultations
- Gather valuable feedback and suggestions to improve our work

During 2024-25, we continued this engagement by inviting District Council Members for discussions, and arranging guided tours of waterworks facilities to provide information and updates about WSD's work.

水務署於二零二四年七月二日出席深水埗區議會會議。
WSD attended Sham Shui Po District Council meeting on 2 July 2024.

葵青區議會於二零二四年十一月七日參觀 Q-Leak 地下水管測漏中心。
Kwai Tsing District Council visited Q-Leak on 7 November 2024.

離島區議會於二零二四年十二月六日參觀小濠灣濾水廠。
Islands District Council visited Siu Ho Wan Water Treatment Works on 6 December 2024.

西貢區議會於二零二五年二月二十六日參觀將軍澳海水淡化廠。
Sai Kung District Council visited Tseung Kwan O Desalination Plant on 26 February 2025.

合作推進水務管理
PARTNERING FOR WATER MANAGEMENT EXCELLENCE

為確保能提供香港一個可持續發展且優質的供水服務，我們積極與領先的水務專家交流，並與海內外同業建立夥伴關係。通過這些交流和合作，我們得以涉足行內尖端創新與智慧水務相關技術，就世界級水務管理方法進行交流，從中提升專業水平，並分享香港的專業知識推進全球水務的可持續發展。

In pursuit of our vision to deliver sustainable, high-quality water services for Hong Kong, we actively engage with leading water experts and partner with regional and international counterparts. Through these engagements and collaborations, we access cutting-edge innovations and smart water technologies; exchange world-class water management practices; strengthen professional capabilities; and contribute Hong Kong's expertise to global water sustainability efforts.

水務署積極參與以下國際水務網絡和知識中心：

- 國際水協會
- 國際海水化淡協會 *
- 國際公用事業專業網絡 *
- 國際水利與環境工程學會
- 美國水務協會 *
- 智能供水網絡論壇 *

** 註：中文譯名*

在二零二四至二五年年度，我們參加了多個重要的地區性及國際性論壇，分享香港創新水務管理解決方案、深入了解全球水務新趨勢和最佳實務方案，並與各水務行業領袖建立新的合作關係。當中包括：

The WSD maintains active membership in the following international water utility networks and knowledge hubs:

- International Water Association (IWA)
- International Desalination Association
- Leading Utilities of the World
- International Association for Hydro-Environment Engineering and Research
- American Water Works Association
- Smart Water Networks Forum

During 2024-25, we participated in key regional and international forums where we shared Hong Kong's innovative water management solutions, gained insights into emerging global trends and best practices, and forged new collaborations with water sector leaders.

第六屆粵港澳大灣區水務論壇暨第十五屆深港珠澳供水界學術交流會

The 6th Guangdong-Hong Kong-Macao Greater Bay Area Water Forum cum 15th Shenzhen-Hong Kong-Zhuhai-Macao Water Supply Seminar

本屆論壇專為大灣區水務機構的領袖及從業人員而設，由 11 間供水機構聯合主辦，主題為「創新科技引領，共享魅力灣區」。論壇有合共超過 400 名代表出席，共同就供水系統、低碳環保、智慧水務，以及排水與污水管理等關鍵議題進行交流。

在行政總裁高峰會上，水務署署黃恩諾先生發表演講，主題為「香港水務在融合數字化與綠色轉型的挑戰和機遇」的演講。

Targeting leaders and practitioners from Greater Bay Area (GBA) water utilities, the forum was co-organised by 11 water supply organisations under the theme "Leading with Innovative Technology, Collaboration across Greater Bay Area." Over 400 representatives attended to exchange insights on key topics including water supply systems, low-carbon, smart waterworks, drainage and sewage management.

At the CEO Summit, the Director of Water Supplies, Ir Roger Wong Yan-lok, delivered presentation titled "Challenges and Opportunities in Hong Kong's Water Supply: Digital and Green Transformation".

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新加坡國際水周 2024
Singapore International Water Week 2024

這項全球頂尖水務盛事迎來了第十屆的里程碑，匯聚超過 24 000 名水務領域的專業人士參加，包括政府和城市領導、公用事業高層行政人員，以及行業專家。與會者就創新解決方案和最佳實踐方案交流並建立合作夥伴關係，共同應對市區供水挑戰及提升對氣候變化的應變能力。

水務署署長黃恩諾先生出席公用事業行政總裁圓桌會議，並在主題為「以替代水源建立水資源韌性與安全」的工作坊上參與小組討論。

This premier global water event marked its milestone 10th edition, convening over 24 000 water sector professionals, including government and city leaders, utility executives and industry experts. Participants exchanged innovative solutions and best practices, while forging partnerships to tackle urban water challenges and enhance climate resilience.

The Director of Water Supplies, Mr Roger Wong Yan-lok participated as a distinguished speaker at the Utilities CEO Roundtable, and a panel discussion in the "Building Water Resilience and Security Through Alternative Sources" workshop.

環球水務高峰會 2024
Global Water Summit 2024

是次高峰會以「全球轉變下的供水安全」為主題，匯聚全球水務領袖，包括時任水務局副署長黃國輝先生。黃先生在演講中重點闡述香港在供水方面所面臨的挑戰，以及我們在建立可持續發展水務管理方面取得的成就。

Under the theme "Security for a Changing Planet", the Summit featured insights from global water leaders, including the then Deputy Director of Water Supplies, Mr Alfred Wong Kwok-fai. In his presentation, Mr. Wong highlighted Hong Kong's water supply challenges and key achievements in sustainable water management.

第十四屆智能供水網絡論壇年度會議
The 14th Smart Water Network Forum Annual Conference

第十四屆智能供水網絡論壇年度會議於五月二十日至二十二日於溫哥華舉行，匯聚全球水務業界的專業人士作分享交流，共同探討如何以創新解決方案應對行業目前最迫切的挑戰。在為期三天的會議中，水務署的代表積極參與互動研討會、圓桌會議及小組討論，並建立聯繫和尋找合作機遇。

Held in Vancouver from 20-22 May, the 14th SWAN Annual Conference brought together water industry professionals to share knowledge and explore innovative solutions for the sector's most pressing challenges. Throughout the 3-day event, WSD delegates actively participated in interactive workshops, roundtable discussions, panel sessions, as well as networking opportunities.

促進水務的創新與技術
PARTNERING FOR WATER MANAGEMENT EXCELLENCE

在這一年，水務署團隊積極參與業界多項活動和會議，掌握先進技術及可持續發展施工方法的最新資訊，藉此優化水務管理和營運效益。 二零二四至二五年度的主要活動包括：

- 美國環境系統研究所公司 (Esri) 全球用戶大會 *
- 國際水協會 - 國際漏損控制研討會 2024*
- 國際飲用水品質研討會 *
- 國際水協會 - 數字水務高峰會 *
- 全球流域環境保護技術論壇 *
- 國際水協會世界水大會暨展覽會

** 註：中文譯名*

Throughout the year, the WSD team takes part in leading industry events and conferences to stay current with advanced technologies and sustainable construction methods for optimising waterworks management and operation efficiency. 2024-25 key engagements included:

- Esri User Conference
- IWA Water Loss 2024
- International Symposium on Drinking Water Quality
- IWA Digital Water Summit
- Global Forum on Watershed Environmental Protection Technologies
- IWA World Water Congress & Exhibition

水費
WATER CHARGES

與世界其他主要城市相比，香港客戶為優質食水所繳付的費用相對低廉。除了一九九六年七月修訂的非本地船隻用水收費外，水費自一九九五年二月至今亦一直維持不變。

Customers in Hong Kong pay less for high-quality fresh water than their counterparts in most major cities around the world. Water charges have not been revised since February 1995 (other than the charge for non-local vessels, which was last revised in July 1996).

收費幅度
SCALE OF CHARGES

住宅用戶的食水水費（沖廁用水除外）按以下四級制，以四個月為期計算：

Fresh water for domestic use (other than flushing) is charged by four-month periods, with rates set out in a four-tier system as follows:

	每單位(1 立方米)收費 Charging rate per unit of one cubic metre
第一級 - 首 12 個單位 **Tier 1 for the first 12 units**	免費 Free
第二級 - 繼後的 31 個單位 **Tier 2 for the next 31 units**	$4.16 (註一)(Note 1)
第三級 - 再繼後的 19 個單位 **Tier 3 for the next 19 units**	$6.45 (註二)(Note 2)
第四級 - 餘下單位 **Tier 4 for the remainder**	$9.05 (註三)(Note 3)

作其他用途的食水，會根據其用途按下表所列收費：

Fresh water for other uses is charged at different rates as follows, based on the purpose of consumption.

用途 Purpose	每單位（1 立方米）收費 Charging rate per unit of one cubic metre
商業 Trade	$4.58 (註四)(Note 4)
建築 Construction	$7.11 (註五)(Note 5)
航運（非本地船隻）Shipping (Non-local Vessels)	$10.93 (註六)(Note 6)
航運（本地船隻）Shipping (Local Vessels)	$4.58 (註七)(Note 7)
航運以外的任何用途（非本地船隻），並以預先繳費票繳交水費 Any purpose other than Shipping (Non-local Vessels) where payment is made against a prepaid ticket	$4.58 (註七)(Note 7)
沖廁水每四個月的收費率 Flushing per four-month period **－ 首 30 個單位 for the first 30 units** **－ 餘下單位 for the remainder**	免費 Free $4.58 (註七)(Note 7)

海水沖廁費用全免。
Sea water for flushing is supplied free of charge.

註一： 一九七九年推出水費分級制度時，第二級收費的目標是大致收回每單位的淨生產成本，即按照水錶記錄的耗水量計算每單位的總生產成本（包括固定資產平均淨值的目標回報率）減去每單位的差餉補貼。於二零二四至二五年度，每單位的淨生產成本為13.8元，遠超4.16元的收費水平，主要因為水費自一九九五年起並無任何變動。

註二： 一九七九年推出水費分級制度時，第三級收費的目標是大致收回每單位的總生產成本，即按照水錶記錄的耗水量計算每單位的平均生產成本（包括固定資產平均淨值的目標回報率）。於二零二四至二五年度，每單位的總生產成本19.3元，遠超6.45元的收費水平，主要因為水費自一九九五年起並無任何變動。

註三： 第四級收費定價比第三級收費高出約40%，以阻止過量及浪費用水。

註四： 一九九二年前，商業用途的收費與住宅用戶第二級收費相同。自一九九二年起，商業用途的收費修訂至高於住宅用戶第二級收費水平，旨在減少對非住宅用戶的補貼。

註五： 一九九二年前，建築用途的收費與住宅用戶第三級收費相同。自一九九二年起，建築用途的收費修訂至高於住宅用戶第三級收費水平，旨在減少對非住宅用戶的補貼。

註六： 航運（非本地船隻）收費於一九九六年作出修訂，當時收費水平訂為高於每單位總生產成本的40%，目的是阻止非本地船隻在香港取水。

註七： 此等收費與商業用途收費相同。

Note 1. When the tariff structure was introduced in 1979, the charge for the second tier was to recover approximately the net unit production cost, which meant the full unit production cost (including a target rate of return on average net fixed assets (ANFA)) less the average contribution from rates per unit, calculated based on the quantity of the metered consumption. In 2024-25, the net unit production cost is $13.8, which is materially higher than the charging rate of $4.16, mainly because water tariffs have not been changed since 1995.

Note 2. When the tariff structure was introduced in 1979, the charge for the third tier was to recover approximately the full unit production cost, which meant the average production cost per unit (including a target rate of return on ANFA), calculated based on the quantity of the metered consumption. In 2024-25, the full unit production cost is $19.3, which is materially higher than the charging rate of $6.45, mainly because water tariffs have not been changed since 1995.

Note 3. The fourth tier is set about 40% higher than the third tier to discourage extravagant and wasteful use of water.

Note 4. Prior to 1992, the charging rate for trade purposes was equal to the second-tier rate for domestic purposes. Commencing from 1992, the charging rate for trade purposes was set higher than the second-tier rate for domestic purposes mainly to reduce the subsidy to non-domestic consumers.

Note 5. Prior to 1992, the charging rate for construction purposes was equal to the third-tier rate for domestic purposes. Commencing from 1992, the charging rate for construction purposes was set higher than the third-tier rate for domestic purposes mainly to reduce the subsidy to non-domestic consumers.

Note 6. The charging rate for shipping (non-local vessels) was last revised in 1996. At that time, it was set at 40% above the full unit production cost to discourage the taking of water in Hong Kong.

Note 7. These charging rates were set at the rate equal to the charging rate for trade purposes.

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自一九九八至九九年度起，水務經營帳目包括各項補貼收入後仍錄得虧損，需依靠政府一般收入補助。二零二四至二五年度錄得虧損 34 億元，成本回收率為 73.8%。政府會繼續定期檢討水費，審慎考慮「用者自付」及「收回服務成本」的原則、社會經濟情況、用戶負擔能力、水務營運財政狀況、持份者的意見等因素。

除水費外，《水務設施規例》（第 102A 章）亦列明 25 項法定收費項目。我們一直遵照政府的「用者自付」原則檢討這些收費項目，旨在悉數收回提供服務的成本。25 項法定收費項目於二零一九年三月作出修訂。

水費收入總覽

於二零二四至二五年度，約 17% 住宅用戶毋須支付任何水費；44% 達到第二級水費，需繳付每單位 4.16 元水費；18% 需繳付第三級水費，即每單位 6.45 元；餘下 21% 需繳付第四級水費，即每單位 9.05 元的水費。於二零二四至二五年度，296 萬住宅用戶（包括無須繳付水費之用戶）的每月平均水費為 43 元。根據政府統計處的住戶開支統計調查，水費及排污費開支約相等於住戶每月平均開支的 0.3%。

水費收入（按用戶類別劃分）

過去五年按用戶類別劃分的水費收入分析如下：

Waterworks operations, after including revenue from various contributons, have seen deficits since 1998-99, and thus are subsidised by the Government's General Revenue. In 2024-25, the deficit was $3,404.9M and the cost recovery rate was 73.8%. The Government continues to review the water tariff periodically, taking into consideration the "user-pays" and "full-cost recovery" principles and a number of factors, including the economic situation, social affordability, financial performance of waterworks operations and the views of stakeholders.

Other than water charges, there are 25 statutory fee items stipulated in the Waterworks Regulations (Cap. 102A). The WSD periodically review these fee items in accordance with the Government-wide "user pays" principle, which aims to recover the full cost of providing services. The 25 statutory fee items were last revised in March 2019.

PROFILES OF THE REVENUE FROM WATER CHARGES

During this financial year, about 17% of domestic customers were not required to pay water charges, 44% paid up to the tier 2 rate of $4.16 per unit, 18% paid up to the tier 3 rate of $6.45 per unit, and 21% paid up to the tier 4 rate of $9.05 per unit. For the WSD's 2.96 million domestic customers, the average water charge in 2024-25, including those not required to pay any charge, was $43 per month. According to the Census & Statistics Department household expenditure survey, the water and sewage charges amount to about 0.3% of the average monthly household expenditure.

WATER CHARGES (BY SECTOR)

An analysis of the water charges by sector over the past five years is outlined as follows:

	財政年度（百萬元） Financial Year ($million)					%
	20/21	21/22	22/23	23/24	24/25	(24/25)
商業 Trade	277 (828)	298 (890)	301 (904)	725 (941)	**916**	**33.1**
住宅 Domestic	1 867 (1 867)	1 768 (1 768)	1 678 (1 678)	1 529 (1 529)	**1 513**	**54.8**
政府 Government	148 (148)	162 (162)	170 (170)	177 (177)	**161**	**5.8**
其他 # Others#	125 (177)	128 (180)	132 (182)	164 (181)	**175**	**6.3**
總收入 Total	2 417 (3 020)	2 356 (3 000)	2 281 (2 934)	2 595 (2 828)	**2 765**	**100.0**

包括沖廁用淡水
Includes fresh water for flushing
括號內數字為實際水費收入加上水費寬減額。
Figures in brackets are actual water charges received plus concession.

由二零二零／二一年度至二零二三／二四年度，括號內數字為實際水費收入加上水費寬減額。二零二四／二五年度並無水費寬減。
From 2020-2021 to 2023-2024, figures in brackets are actual water charges received plus concession. There was no water charge concession in 2024-25.

收入及開支分析

水費收入包括一般水費、各項收費、牌費，以及可收回支出的工程費用。在編製水務賬目時，會以應計賬目基準呈列財務表現及狀況，其中包括各項非現金收入項目，主要為差餉補貼、免費用水補貼及政府用水。總運作成本主要包括員工開支、購買東江水的成本、折舊、運作及行政開支。過去五年的收入及開支分析如下：

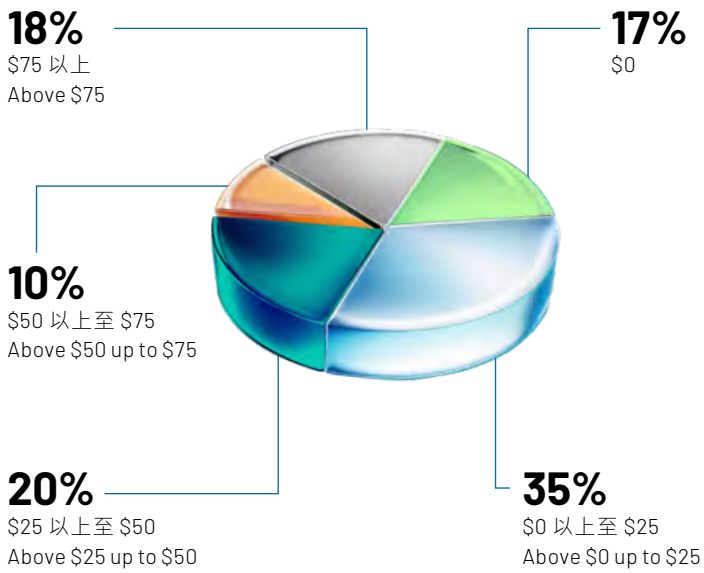
ANALYSIS OF REVENUE AND EXPENDITURE

Revenue collections include chargeable water supplies, fees, licences, and reimbursable works. In preparing the Waterworks Operating Accounts which present the WSD's financial results and positions on an accrual accounting basis, the revenues include non-cash items, mainly contributions from rates, contributions on free allowance, and water supplies to Government establishments. The total operating costs include mainly staff costs, Dongjiang water purchase costs, depreciation, operating and administration expenses. An analysis of the revenue and expenditure over the past five years is as follows:

收入（百萬元）
Revenue ($million)

財政年度 Financial Year	20/21	21/22	22/23	23/24	24/25
一般水費 Chargeable Supplies	2 268.5	2 193.6	2 110.8	2 418.2	**2 603.9**
差餉補貼 Contribution from Rates	2 856.4	2 888.1	2 864.7	4 231.3	**4 908.2**
差餉寬減補貼 Government Contribution on Concession of Rates	2 622.2	2 252.6	2 285.4	907.2	**465.0**
水費寬減補貼 Government Contribution on Concession of Water Charges	603.3	644.5	653.5	232.8	**-**
免費用水補貼 Government Contribution on Free Allowance to Consumers	1 129.8	1 171.5	1 084.1	1 233.2	**1 332.4**
政府用水 Supplies to Government Establishments	148.3	162.1	169.8	176.6	**161.4**
各項收費、存款利息及其他 Fees, charges, interest from deposits and others	35.4	28.5	77.2	131.4	**125.9**
總額 Total	9 663.9	9 340.9	9 245.5	9 330.7	**9 596.8**

二零二四／二五 年度住宅用戶每月水費分佈圖
Distribution of Household Average Monthly Bills 2024/25



開支（百萬元）
Expenditures ($million)

財政年度 Financial Year	20/21	21/22	22/23	23/24	**24/25**
員工開支 Staff costs	2 042.7	1 973.0	1 973.1	2 031.8	**2 148.7**
運作及行政開支 Operating and administration expenses	2 453.7	2 389.8	2 454.1	2 836.3	**2 929.4**
購買東江水的成本 Dongjiang water purchase cost	4 821.4	4 856.6	4 965.3	5 049.0	**5 169.2**
折舊 Depreciation	2 171.2	2 181.5	2 266.4	2 455.8	**2 754.4**
總額 Total	11 489.0	11 400.9	11 658.9	12 372.9	**13 001.7**

本署致力以符合成本效益的方式提供服務，並在固定資產、設備、資訊科技及人力資源方面投入大量資源，藉此提高運作效益及員工生產力，務求滿足市民對更優質服務的需求。社會大眾以及我們的用戶可以放心，我們會實行嚴謹的財務紀律，在提供優質服務滿足用戶需要之餘，不忘提升成本效益。這是我們實現抱負和使命的基本法則。

The WSD is committed to providing services as cost-effectively as possible, and has made substantial investments in fixed assets, equipment, information technology and human resources to improve operational efficiency and staff productivity to meet the public's demand for a higher quality of services. Our customers and the public at large can rest assured that the WSD will exercise strict financial discipline and be very cost-conscientious in delivering quality services to meet customer demands. This is the WSD's underlying approach to achieving its vision and missions.

水務 - 經營帳目
二零二四／二零二五年度回顧

截至二零二五年三月三十一日止的財政年度

工作方面 Activities
按照水錶記錄的淡水耗水量下降 1.9% Metered fresh water consumption decreased by 1.9%

WATERWORKS – OPERATING ACCOUNTS
REVIEW OF THE YEAR 2024-25

For the year ended 31 March 2025

財務表現 Financial Performance
收入上升 2.9% Revenue increased by 2.9%
開支上升 5.1% Expenditure increased by 5.1%
虧損由二零二三／二四年度的 30.4 億元升至二零二四／二五年度的 34.0 億元 Deficit increased from $3 042.2 million in 2023-24 to $3 404.9 million in 2024-25
按固定資產平均淨值計算的回報率由二零二三／二四年度的 -3.8% 降至二零二四／二五年的 -4.2% Return on Average Net Fixed Assets decreased from -3.8% in 2023-24 to -4.2% in 2024-25

經營帳目

截至二零二五年三月三十一日止的財政年度

OPERATING ACCOUNTS

For the year ended 31 March 2025

		註 Note	2025 (百萬元) $M	2024 (百萬元) $M
收入	Revenue	2	**9 596.8**	9 330.7
開支	Expenditure	3	**13 001.7**	12 372.9
虧損	**Deficit**	1(h)	**(3 404.9)**	(3 042.2)

附註為這帳目的一部分。 The annexed notes form part of these accounts.

衡量財務表現的指標

截至二零二五年三月三十一日止的財政年度

FINANCIAL PERFORMANCE MEASURES

For the year ended 31 March 2025

		註 Note	2025 (百萬元) $M	2024 (百萬元) $M
固定資產平均淨值	Average net fixed assets (ANFA)	1(g) and 4	**81 907.7**	79 162.9
實際回報額	Actual return		**(3 404.9)**	(3 042.2)
目標回報額	Target return		**1 228.6**	1 187.4
按固定資產平均淨值計算的實際回報率	Actual return as % of ANFA	1(f)	**(4.2%)**	(3.8%)
按固定資產平均淨值計算的目標回報率	Target return as % of ANFA		**1.5%**	1.5%

附註為這帳目的一部分。 The annexed notes form part of these accounts.

財務狀況表

於二零二五年三月三十一日

STATEMENT OF FINANCIAL POSITION

As at 31 March 2025

		註 Note	2025(百萬元) $M	2024 (百萬元) $M
可動用淨資產	**Net assets employed**			
固定資產	**Fixed assets**	1(b),1(c) and 4	**83 282.2**	80 533.1
流動資產	Current assets	1(d) and 5	**3 018.6**	3 027.4
流動負債	Current liabilities	6	**(2 976.5)**	(2 940.7)
流動資產 /(負債) 淨值	**Net current assets/ (liabilities)**		**42.1**	86.7
			83 324.3	80 619.8
財政來源	**Financed by**			
公共資本帳目	**Public capital account**	1(h) and 7	**83 324.3**	80 619.8

附註為這帳目的一部分。 The annexed notes form part of these accounts.

帳目附註

1. 會計政策

(a) 會計基礎

此帳目是根據歷史成本基礎來制定，並略加修訂以包括名義的收支。

(b) 固定資產

(i) 除政府收回的土地外，固定資產不包括水務設施和集水區位處的土地。至於政府收回的土地，其收回成本已包括在有關的工程成本內。

(ii) 至於工程項目，成本包括實際直接開支，和施工期間有關設計、規劃和監督等的員工開支。

(ii) 所有其他固定資產，除了建造中的資產以成本值計算外，均以其成本值減去累計折舊列出。

(c) 折舊

(i) 折舊是根據固定資產成本值減去使用期末的剩餘值，採用直線攤銷法按其預計使用年期分期攤銷。每年折舊率為：

隧道、堤壩、收回土地及造林等	1%
土木工程	2%
喉管 —淡水	2%
—海水和循環再用水	5%
機電工程、機器及設備	4%-20%
水錶	8.33%
電腦硬件、軟件及系統	10%-33.33%
車輛	10%-20%

(ii) 建造中的資產並沒有折舊撥備。

Notes to the Accounts

1. Accounting Policies

(a) Basis of Accounting

The accounts have been prepared on the historical cost basis of accounting, modified to include notional receipts and payments.

(b) Fixed Assets

(i) No cost is included for land which is occupied by installations or sterilised by catchment areas except that, where it has been resumed, the cost of resumption has been included in the capital cost of the project concerned.

(ii) For capital projects, the costs include the actual direct expenditure and staff costs for design, planning and supervision during the construction period.

(iii) All other fixed assets are stated at cost less accumulated depreciation except assets under construction which are stated at cost.

(c) Depreciation

(i) Depreciation is provided on a straight-line basis to amortise the cost of fixed assets less residual value over their estimated useful lives. The annual rates of depreciation used are:

Tunnels, dams, resumption and afforestation, etc.	1%
Civil engineering works	2%
Water mains – fresh	2%
– salt and recycled	5%
Mechanical/electrical works, plant and machinery	4%-20%
Meters	8.33%
Computer hardware, software and system	10%-33.33%
Motor vehicles	10%-20%

(ii) No depreciation is provided on assets under construction.

(a) 現有存貨

重要的現有存貨以加權平均法，按成本值計值。

(b) 僱員福利

僱員福利（包括薪金、酬金、退休金、房屋津貼和年假）會被確認為對僱員當年度所提供之相關服務而列作應計開支。

(c) 按固定資產平均淨值計算的實際回報率

溢利或虧損與固定資產平均淨值的比率計算。

(d) 固定資產平均淨值

固定資產平均淨值是指總固定資產值減去累計折舊在期初及期末兩項數值的簡單平均數。

(e) 虧損

由於水務監督沒有獨立的法定身份，其財政資源均視為政府一般收入的一部分，而有關虧損亦會於這項公用事業的公共資本帳目中調節。

(a) Stocks in Hand

Stocks in Hand are valued at cost using the weighted average cost method to the extent that they are material.

(b) Employee Benefits

Employee benefits, including salaries, gratuities, pensions, housing benefits and annual leave, are accrued and recognised as an expense in the year in which the associated services are rendered by employees.

(c) Actual Return on ANFA

This is calculated as a percentage of surplus/deficit to average net fixed assets (ANFA).

(d) Average Net Fixed Assets

The average net fixed assets (ANFA) represents the simple average of the opening and closing value of total fixed assets less accumulated depreciation.

(e) Deficit

Since the Water Authority does not have a separate legal identity, its financial resources form part of the General Revenue. All deficits are deemed to be financed by the General Revenue and adjusted to the Public Capital Account of the utility.

2. 收入 2. Revenue

		2025 (百萬元) $M	2024 (百萬元) $M
收費供水	Chargeable supplies	2 603.9	2 418.2
差餉補貼	Contribution from rates	4 908.2	4 231.3
政府對寬減計劃的補貼	Government contribution on concessions	465.0	1 140.0
政府為用戶提供免費用水的補貼	Government contribution on free allowance to consumers	1 332.4	1 233.2
政府樓宇用水	Supplies to Government establishments	161.4	176.6
收費、牌照及可收回支出的工程	Fees, licences and reimbursable works	24.7	19.9
存款利息	Interest from deposits	101.2	111.5
		9 596.8	9 330.7

政府對寬減計劃的補貼包括差餉及水費兩部分：

政府對二零二三／二四年度及二零二四／二五年度的差餉寬減計劃的補貼分別為 9.072 億元及 4.650 億元，以彌補於該年度因實行差餉寬減措施而造成的差額；及

政府對二零二三／二四年度的水費寬減計劃的補貼為 2.328 億元，以彌補於二零二三年四月一日至二零二三年七月三十一日因實行非住宅用戶的收費寬減措施而造成的差額。

政府為用戶提供免費用水補貼的計算方法，是把二零二三／二四年度及二零二四／二五年度分別為 12.9 元和 13.8 元的淡水每單位淨生產成本（已包括按固定資產平均淨值計算的目標回報額，在相關年度分別為每單位 1.5 元和 1.6 元），乘以按照水錶記錄淡水耗用量內的免費用水補貼用量。

The Government contribution on concessions comprises two parts:

Government contribution on concession of rates of $907.2M in 2023-24 and $465.0M in 2024-25 to cover the shortfall in contribution from rates resulting from the concession of rates granted during the years; and

Government contribution on concession of water charges of $232.8M in 2023-24 to cover the shortfall in chargeable supplies resulting from concession of water charges for water consumption for non-domestic purposes from 1 April 2023 to 31 July 2023.

The calculation of Government contribution on free allowance to consumers is based on the fresh water net unit production cost of $12.9 and $13.8 for the years 2023-24 and 2024-25 respectively, which has included a target return on ANFA of $1.5 and $1.6 per unit for the respective years, multiplied by the quantity of metered fresh water consumption within the free allowance quantity.

3. 開支

3. Expenditure

		2025 (百萬元) $M	2024 (百萬元) $M
員工開支	Staff costs*	2 148.7	2 031.8
運作及行政開支	Operating and administration expenses*	2 929.4	2 836.3
購買東江水的成本	Dongjiang water purchase cost	5 169.2	5 049.0
折舊	Depreciation	2 754.4	2 455.8
		13 001.7	12 372.9

* 帳目不包括「防疫抗疫基金」撥款推行的創造職位計劃所涉及的開支。
* The expenditure relating to Job Creation Scheme funded under the Anti-epidemic Fund have been excluded.

4. 固定資產

4. Fixed Assets

		樓宇、過濾器、喉管等 Buildings, Filters, Mains, etc. (百萬元)$M	機器及設備 Plant and Machinery (百萬元)$M	電腦硬件、軟件及系統 Computer Hardware, Software & System (百萬元)$M	海水沖廁設施 Salt Water Flushing (百萬元)$M	船灣淡水湖 Plover Cove (百萬元)$M	萬宜水庫 High Island (百萬元)$M	水錶 Meters (百萬元)$M	車輛 Motor Vehicles (百萬元)$M	循環再用水供應 Recycled Water Supply (百萬元)$M	建造中的資產 Assets Under Construction (百萬元)$M	總額 Total (百萬元)$M
成本	**Cost**											
二零二四年四月一日	At 1 April 2024	85 597.4	242.0	551.7	16 824.7	702.0	1 661.2	424.1	128.0	627.7	11 790.5	118 549.3
添置	Additions	373.2	5.5	-	-	-	-	-	9.4	159.5	4 959.1	5 506.7
轉撥	Transfers	3 319.7	19.8	30.8	639.0	-	-	-	1.3	622.4	(4 633.0)	-
處置	Disposals	(7.1)	(1.9)	(0.9)	-	-	-	(4.8)	(2.7)	-	-	(17.4)
二零二五年三月三十一日	**At 31 March 2025**	**89 283.2**	**265.4**	**581.6**	**17 463.7**	**702.0**	**1 661.2**	**419.3**	**136.0**	**1 409.6**	**12 116.6**	**124 038.6**
累計折舊	**Accumulated Depreciation**											
二零二四年四月一日	At 1 April 2024	26 494.0	172.4	434.1	8 599.4	513.7	1 359.4	364.8	67.0	11.4	-	38 016.2
該年折舊	Charge for the year	1 966.3	11.3	22.0	651.3	9.3	28.0	20.9	12.0	33.3	-	2 754.4
處置後轉回	Written back on Disposals	(4.4)	(1.6)	(0.9)	-	-	-	(4.8)	(2.5)	-	-	(14.2)
二零二五年三月三十一日	**At 31 March 2025**	**28 455.9**	**182.1**	**455.2**	**9 250.7**	**523.0**	**1 387.4**	**380.9**	**76.5**	**44.7**	**-**	**40 756.4**
帳面淨值	**Net Book Value**											
二零二五年三月三十一日	**At 31 March 2025**	**60 827.3**	**83.3**	**126.4**	**8 213.0**	**179.0**	**273.8**	**38.4**	**59.5**	**1 364.9**	**12 116.6**	**83 282.2**
二零二四年三月三十一日	At 31 March 2024	59 103.4	69.6	117.6	8 225.3	188.3	301.8	59.3	61.0	616.3	11 790.5	80 533.1

帳目不包括搬遷食水及海水配水庫和濾水廠往岩洞工程項目的資本開支。
The capital expenditure relating to the relocation of fresh water and salt water service reservoirs and water treatment works into caverns have been excluded.

5. 流動資產 5. Current Assets

		2025 (百萬元) $M	2024 (百萬元) $M
現有存貨	Stocks in Hand	204.6	180.8
應收帳項	Debtors	386.9	432.7
與庫務署的往來帳	Current Account with the Treasury	2 427.1	2 413.9
		3 018.6	3 027.4

6. 流動負債 6. Current Liabilities

		2025 (百萬元) $M	2024 (百萬元) $M
用戶和承建商的按金	Consumers' and contractors' deposits	2 417.1	2 403.9
應付帳項	Creditors	559.4	536.8
		2 976.5	2 940.7

7. 公共資本帳目

公共資本帳目指政府在這項公用事業的投資。

7. Public Capital Account

The Public Capital Account represents the Government's investment in this utility.

		2025 (百萬元) $M	2024 (百萬元) $M
四月一日結餘	Balance as of 1 April	80 619.8	77 745.6
本年度的虧損	Deficit for the year	(3 404.9)	(3 042.2)
政府的額外現金投資	Additional cash investment by the Government	6 109.4	5 916.4
三月三十一日結餘	**Balance as at 31 March**	83 324.3	80 619.8

8. 承擔

於二零二五年三月三十一日及二零二四年三月三十一日，未於經營帳目作出撥備的未償還承擔如下：

8. Commitments

Outstanding commitments as at 31 March 2025 and 31 March 2024 not provided for in the operating accounts were as follows:

		2025 (百萬元) $M	2024 (百萬元) $M
(i) 基本工程項目、物業、機器及設備以及非經常資助金	(i) Capital works projects, property, plant and equipment and capital subvention	**24 071.8**	**24 689.4**
(ii) 非經常性開支	(ii) Non-recurrent expenditure	**-**	-
(iii) 投資	(iii) Investments	**-**	-
(iv) 貸款及非經常性撥款補助金	(iv) Loans and non-recurrent grants	**-**	-
		24 071.8	**24 689.4**

數據一覽
Data Summary

二零二零至二四年全年食水用量及人均用水量
Annual Fresh Water Consumption and Per Capita Consumption 2020 – 2024

年份 Year	2020	2021	2022	2023	**2024**
全年食水用量（百萬立方米） **Annual fresh water consumption** (million m^3)	1 027	1 055	1 066	1 068	**1 060**
人均用水量（立方米/每年） **Per Capita Consumption** (m^3 per year)	137	142	145	142	**141**

二零二零至二四年全港人口及獲食水供應人口
Population in Hong Kong and Population Served with Fresh Water 2020 – 2024

年份 Year	2020	2021	2022	2023	**2024**
全港人口 *（百萬） **Population in Hong Kong*** (million)	7.48	7.41	7.35	7.54	**7.52**
獲食水供應人口（百萬） **Population served with fresh water** (million)	7.48#	7.41#	7.35#	7.54#	**7.52#**

* 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.

二零二零至二四年全年海水用量及獲海水供應人口
Annual Salt Water Consumption and Population Served with Salt Water 2020 – 2024

年份 Year	2020	2021	2022	2023	**2024**
全年海水用量（百萬立方米） **Annual Salt Water Consumption** (million m^3)	318	321	319	323	**308**
獲海水供應人口（百萬） **Population Served with Salt Water** (million)	6.31	6.27	6.21*	6.38	**6.37**

* 在二零二二年，儘管沖廁用海水供應網絡的覆蓋率輕微上升，但由於全港年中人口下跌，獲海水供應人口相比二零二一年亦因而有所減少。
* In 2022, notwithstanding the slight increase in the network coverage of salt water supply for flushing, the population served with salt water is less than that in 2021 due to the decline in Hong Kong's mid-year population.

二零二四年四月至二零二五年三月的食水水質

我們根據香港特別行政區政府於二零二一年四月二十二日公布的香港食水標準進行全面的食水監測[1]。市民可參閱水務署網頁了解香港食水標準。

政府亦訂立了食水感官準則，以確保食水的感官質量，如味道和氣味等。

食水樣本是從濾水廠、海水化淡廠、配水庫、食水缸、供水接駁點及用戶水龍頭抽取。

這時段內供應至客戶的香港食水水質達標率躋身世界發達國家及城市前列，食水水質優良。

Drinking Water Quality for the Period of April 2024 - March 2025

Drinking water quality monitoring has been conducted based on the Hong Kong Drinking Water Standards ("HKDWS") promulgated by the Government of the Hong Kong Special Administrative Region promulgated on 22 April 2021.[1] The public may visit the WSD website for information on HKDWS.

The Government has also established the Aesthetic Guidelines ("AG") in ensuring the aesthetic quality, such as the taste and odour, of the drinking water in Hong Kong.

Drinking water samples were taken at water treatment works, desalination plant, service reservoirs, fresh water tanks, connection points and consumers' taps.

The compliance rate of the quality of drinking water supplied to customers in Hong Kong during this period is high amongst developed countries and cities and the drinking water is of excellent quality.

甲、香港食水標準
Part A. Hong Kong Drinking Water Standards

參數	Parameter	單位 Unit	監測結果 Monitoring Data (04/2024 - 03/2025)			香港食水標準標準值 Standard Value in HKDWS	達標 (註釋1) Compliance(Note 1)
			最低值 Minimum	最高值 Maximum	平均值 Average		
艾氏劑和狄氏劑	Aldrin & dieldrin	微克/公升 µg/L	< 0.008	< 0.008	< 0.008	≤ 0.03	✓
銻	Antimony	毫克/公升 mg/L	< 0.001	< 0.001	< 0.001	≤ 0.02	✓
砷	Arsenic	毫克/公升 mg/L	< 0.001	< 0.001	< 0.001	≤ 0.01	✓
鋇	Barium	毫克/公升 mg/L	0.002	0.023	0.013	≤ 1.3	✓
苯	Benzene	微克/公升 µg/L	< 2.5	< 2.5	< 2.5	≤ 10	✓
苯并[a]芘	Benzo[a]pyrene	微克/公升 µg/L	< 0.002	< 0.002	< 0.002	≤ 0.7	✓
硼	Boron	毫克/公升 mg/L	< 0.02	0.98	0.44	≤ 2.4	✓
溴酸鹽	Bromate	微克/公升 µg/L	< 1	1.5	< 1	≤ 10	✓

1. *市民可瀏覽水務署網頁查閱於 2021 年 4 月 21 日公布的最新香港食水標準。*
   The public may visit the WSD website for information on the latest HKDWS promulgated on 21 April 2025.

參數	Parameter	單位 Unit	監測結果 Monitoring Data (04/2024 - 03/2025)			香港食水標準標準值 Standard Value in HKDWS	達標 (註釋 1) Compliance(Note 1)
			最低值 Minimum	最高值 Maximum	平均值 Average		
一溴二氯甲烷	Bromodichloromethane	微克/公升 µg/L	< 15	< 15	< 15	≤ 60	✓
溴仿	Bromoform	微克/公升 µg/L	< 25	< 25	< 25	≤ 100	✓
鎘	Cadmium	毫克/公升 mg/L	< 0.001	< 0.001	< 0.001	≤ 0.003	✓
四氯化碳	Carbon tetrachloride	微克/公升 µg/L	< 0.5	< 0.5	< 0.5	≤ 4	✓
氯酸鹽	Chlorate	微克/公升 µg/L	< 10	98	24	≤ 300	✓
氯丹	Chlordane	微克/公升 µg/L	< 0.05	< 0.05	< 0.05	≤ 0.2	✓
氯	Chlorine	毫克/公升 mg/L	< 0.1	1.5	0.8	≤ 5	✓
亞氯酸鹽	Chlorite	微克/公升 µg/L	< 10	< 10	< 10	≤ 700	✓
氯仿	Chloroform	微克/公升 µg/L	< 50	< 50	< 50	≤ 300	✓
鉻	Chromium	毫克/公升 mg/L	< 0.001	0.001	< 0.001	≤ 0.05	✓
銅	Copper	毫克/公升 mg/L	< 0.003	0.23	0.020	≤ 2	✓
二 (2- 乙基己基) 鄰苯二甲酸鹽	Di(2-ethylhexyl)phthalate	微克/公升 µg/L	< 2	< 2	< 2	≤ 8	✓
二溴乙腈	Dibromoacetonitrile	微克/公升 µg/L	< 0.5	0.9	< 0.5	≤ 70	✓
二溴一氯甲烷	Dibromochloromethane	微克/公升 µg/L	< 25	< 25	< 25	≤ 100	✓
1,2- 二溴 -3- 氯丙烷	1,2-Dibromo-3-chloropropane	微克/公升 µg/L	< 0.25	< 0.25	< 0.25	≤ 1	✓
1,2- 二溴乙烷	1,2-Dibromoethane	微克/公升 µg/L	< 0.1	< 0.1	< 0.1	≤ 0.4	✓
二氯乙酸鹽	Dichloroacetate	微克/公升 µg/L	<2	12	3.9	≤ 40	✓
二氯乙腈	Dichloroacetonitrile	微克/公升 µg/L	< 2.5	3.6	< 2.5	≤ 20	✓
1,4- 二氯苯	1,4-Dichlorobenzene	微克/公升 µg/L	< 75	< 75	< 75	≤ 300	✓

參數	Parameter	單位 Unit	監測結果 Monitoring Data (04/2024 - 03/2025)			香港食水標準標準值 Standard Value in HKDWS	達標 (註釋 1) Compliance(Note 1)
			最低值 Minimum	最高值 Maximum	平均值 Average		
1,2- 二氯乙烷	1,2-Dichloroethane	微克/公升 µg/L	< 7.5	< 7.5	< 7.5	≤ 30	✓
二氯甲烷	Dichloromethane	微克/公升 µg/L	< 5	< 5	< 5	≤ 20	✓
1,4- 二噁烷	1,4-Dioxane	微克/公升 µg/L	< 1.5	4.2	< 1.5	≤ 50	✓
異狄氏劑	Endrin	微克/公升 µg/L	< 0.15	< 0.15	< 0.15	≤ 0.6	✓
乙苯	Ethylbenzene	微克/公升 µg/L	< 75	< 75	< 75	≤ 300	✓
氟化物	Fluoride	毫克/公升 mg/L	0.39	0.55	0.49	≤ 1.5	✓
六氯丁二烯	Hexachlorobutadiene	微克/公升 µg/L	< 0.15	< 0.15	< 0.15	≤ 0.6	✓
鉛	Lead	毫克/公升 mg/L	< 0.001	0.009	< 0.001	≤ 0.01	✓
林丹	Lindane	微克/公升 µg/L	< 0.5	< 0.5	< 0.5	≤ 2	✓
汞	Mercury	毫克/公升 mg/L	< 0.00005	0.00010	0.00010	≤ 0.006	✓
甲氧毒草安	Metolachlor	微克/公升 µg/L	< 2.5	< 2.5	< 2.5	≤ 10	✓
微囊藻毒素 -LR	Microcystin-LR	微克/公升 µg/L	< 0.5	< 0.5	< 0.5	≤ 1	✓
禾草特	Molinate	微克/公升 µg/L	< 1.5	< 1.5	< 1.5	≤ 6	✓
一氯乙酸鹽	Monochloroacetate	微克/公升 µg/L	< 2	<2	< 2	≤ 20	✓
鎳	Nickel	毫克/公升 mg/L	< 0.001	0.063	0.001	≤ 0.07	✓
硝酸鹽 (以 NO_3- 計)	Nitrate (as NO_3-)	毫克/公升 mg/L	< 2.5	10	3.9	≤ 50	✓
亞硝酸鹽 (以 NO_2- 計)	Nitrite (as NO_2-)	毫克/公升 mg/L	< 0.004	0.020	< 0.004	≤ 3	✓
N- 亞硝基二甲胺	N-Nitrosodimethylamine	微克/公升 µg/L	< 0.01	< 0.01	< 0.01	≤ 0.1	✓
高氯酸鹽	Perchlorate	微克/公升 µg/L	< 1	3.9	<1	≤ 70	✓
硒	Selenium	毫克/公升 mg/L	< 0.003	< 0.003	< 0.003	≤ 0.04	✓

參數	Parameter	單位 Unit	監測結果 Monitoring Data (04/2024 - 03/2025)			香港食水標準標準值 Standard Value in HKDWS	達標 (註釋 1) Compliance(Note 1)
			最低值 Minimum	最高值 Maximum	平均值 Average		
西瑪三嗪	Simazine	微克/公升 µg/L	< 0.5	< 0.5	< 0.5	≤ 2	✓
苯乙烯	Styrene	微克/公升 µg/L	< 5	< 5	< 5	≤ 20	✓
特丁津	Terbuthylazine	微克/公升 µg/L	< 1.8	< 1.8	< 1.8	≤ 7	✓
四氯乙烯	Tetrachloroethene	微克/公升 µg/L	< 10	< 10	< 10	≤ 40	✓
甲苯	Toluene	微克/公升 µg/L	< 175	< 175	< 175	≤ 700	✓
總三鹵甲烷	Total trihalomethanes	比率總和 (註釋 2) sum ratio(Note 2)	0	0.35	0.15	比率總和 ≤ 1 sum ratio ≤ 1	✓
三氯乙酸鹽	Trichloroacetate	微克/公升 µg/L	< 2	12	4.2	≤ 200	✓
氟樂靈	Trifluralin	微克/公升 µg/L	< 5	5.0	< 5	≤ 20	✓
鈾	Uranium	毫克/公升 mg/L	< 0.0002	0.0003	< 0.0002	≤ 0.03	✓
二甲苯	Xylenes	微克/公升 µg/L	< 125	< 125	< 125	≤ 500	✓
總 α 活度	Gross alpha (α) activity	貝可/公升 Bq/L	< 0.1	< 0.1	< 0.1	≤ 0.5	✓
總 β 活度	Gross beta (β) activity	貝可/公升 Bq/L	< 0.2	< 0.2	< 0.2	≤ 1.0	✓
埃希氏大腸桿菌	Escherichia coli	菌落數/ 100 毫升 cfu/100mL	0	0	0	0	✓

註釋

1. "✓" 表示這時段內抽取的食水樣本的食水水質均完全符合香港食水標準。
2. 總三鹵甲烷的比率總和不得超出 1，其計算方式如下：

$$\frac{\text{溴仿含量}}{\text{其香港食水標準值}} + \frac{\text{一溴二氯甲烷含量}}{\text{其香港食水標準值}} + \frac{\text{二溴一氯甲烷含量}}{\text{其香港食水標準值}} + \frac{\text{氯仿含量}}{\text{其香港食水標準值}}$$

Notes

1. "✓" indicates full compliance of drinking water quality with the HKDWS in all drinking water samples taken during this period.
2. Sum ratio of total trihalomethanes should not exceed 1, as calculated by:

$$\frac{\text{Bromoform}}{\text{its HKDWS}} + \frac{\text{Bromodichloromethane}}{\text{its HKDWS}} + \frac{\text{Dibromochloromethane}}{\text{its HKDWS}} + \frac{\text{Chloroform}}{\text{its HKDWS}}$$

乙、 感官準則
Part B. Aesthetic Guidelines

參數 (註釋 3)	Parameter(Note 3)	單位 Unit	監測結果 Monitoring Data(04/2024 - 03/2025)			準則值 Guideline Value	達標 (註釋 4) Compliance(Note 4)
			最低值 Minimum	最高值 Maximum	平均值 Average		
鋁	Aluminium	毫克/公升 mg/L	< 0.01	0.08	0.02	≤ 0.2	✓
色度	Colour	Hazen	< 5	< 5	< 5	≤ 15	✓
鐵	Iron	毫克/公升 mg/L	< 0.01	0.30	0.02	≤ 0.3	✓
錳	Manganese	毫克/公升 mg/L	< 0.01	0.03	< 0.01	≤ 0.08	✓
2- 甲基異莰醇	2-Methyl-isoborneol (MIB)	納克/公升 ng/L	< 5	30	10	≤ 50	✓
氣味	Odour	–	無異味 Unobjectionable			無異味 Unobjectionable	✓
酸鹼值 (水溫 25℃時)	pH at 25 ℃	–	7.3	9.2	8.3	6.5 - 9.5	✓
味道	Taste	–	無異味 Unobjectionable			無異味 Unobjectionable	✓
混濁度	Turbidity	NTU	0.1	2.9	0.2	≤ 3	✓
鋅	Zinc	毫克/公升 mg/L	< 0.01	0.5	< 0.01	≤ 1.5	✓

註釋

3. 以上參數是有關香港食水的感官質量。水質超過感官準則值一般不會導致健康問題，但可能會導致較差的感官質量。
4. "✓" 表示這時段內抽取的食水樣本的食水水質均完全符合感官準則。

Notes

3. The above parameters relate to the aesthetic quality of drinking water in Hong Kong. The exceedance of which could cause objectionable aesthetic effects but will not cause health concerns in general.
4. "✓" indicates full compliance of drinking water quality with the AG in all water samples taken during this period.

丙、香港食水的一般特性
Part C. General Properties of the Drinking Water in Hong Kong

參數 (註釋 5) Parameter (Note 5)	單位 Unit	監測結果 Monitoring Data (04/2024 - 03/2025)		
		最低值 Minimum	最高值 Maximum	平均值 Average
導電率（水溫 25℃時） Conductivity at 25 ℃	μS/cm	61	290	141
溫度 Temperature	℃	14.0	32.2	24.5
總鹼度（以 $CaCO_3$ 計） Total alkalinity (as $CaCO_3$)	毫克/公升 mg/L	8	56	29
總硬度（以 $CaCO_3$ 計） Total hardness (as $CaCO_3$)	毫克/公升 mg/L	< 5	62	36
鈣 Calcium	毫克/公升 mg/L	1.0	20	13
鎂 Magnesium	毫克/公升 mg/L	0.3	2.1	1.2
氯化物 Chloride	毫克/公升 mg/L	< 5	60	20
硫酸鹽 Sulphate	毫克/公升 mg/L	5	27	6.0
正磷酸鹽（以 PO_4 計） Ortho-phosphates (as PO_4)	毫克/公升 mg/L	< 0.01	0.01	< 0.01
二氧化硅（以 SiO_2 計） Silica (as SiO_2)	毫克/公升 mg/L	0.1	14	7.2

註釋：

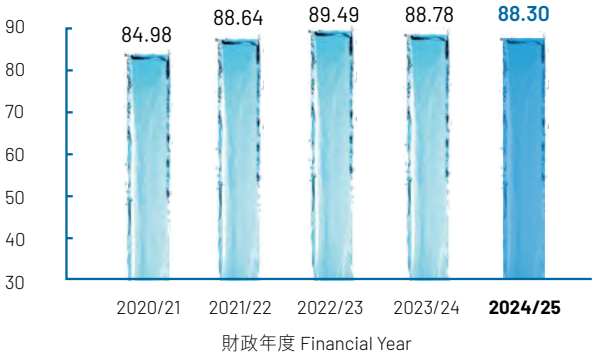
5. 以上項目是有關香港食水的一般物理和化學特性。香港食水標準及感官準則並不包括這些項目，因此沒有以上項目的標準值或準則值。

Notes

5. The above parameters relate to the general physical and chemical properties of the drinking water in Hong Kong. The HKDWS and AG do not include these parameters and hence there are no standard values or guideline values for them.

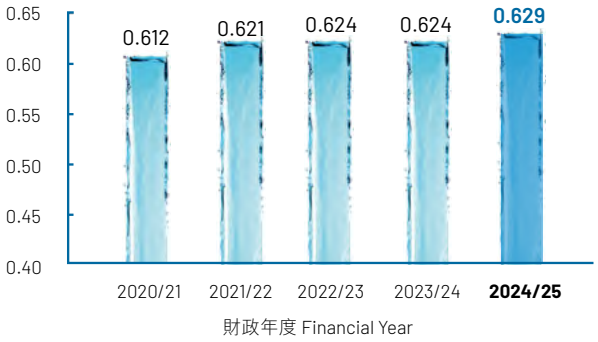
人均耗電量（食水及原水）
Per Capita Electricity Consumption (Fresh Water and Raw Water)

千瓦時/每人/每年 kWh/head/year



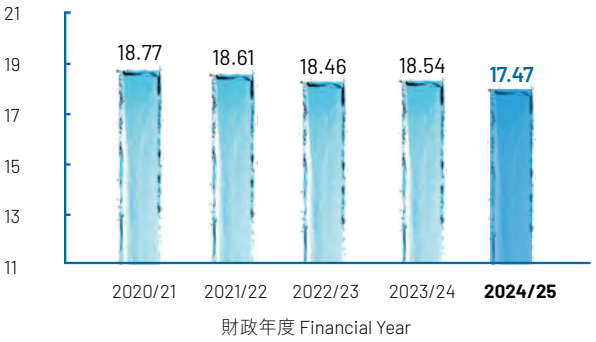
每單位耗電量（食水及原水）
Unit Electricity Consumption (Fresh Water and Raw Water)

千瓦時/立方米 kWh/m³



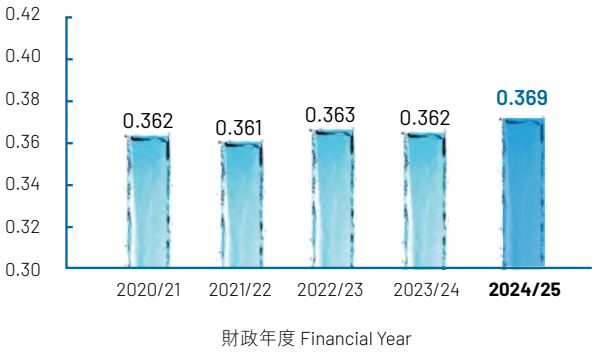
人均耗電量（海水）
Per Capita Electricity Consumption (Salt Water)

千瓦時/每人/每年 kWh/head/year



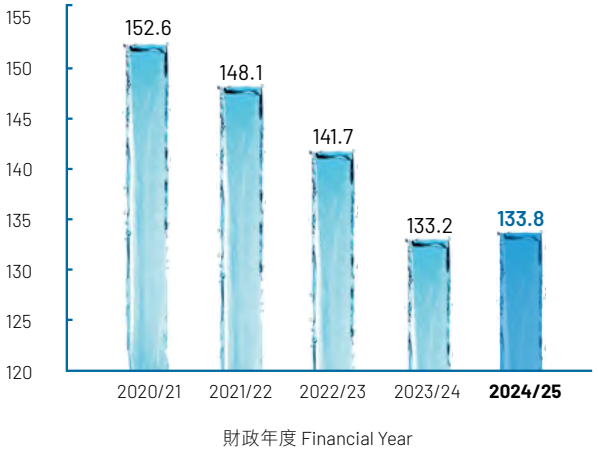
每單位耗電量（海水）
Unit Electricity Consumption (Salt Water)

千瓦時/立方米 kWh/m³



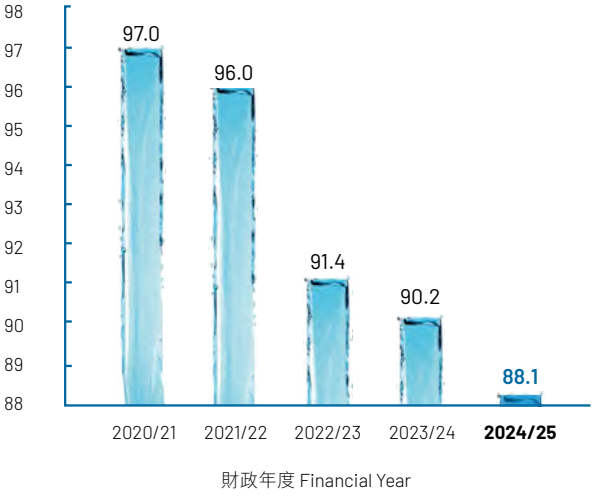
人均住宅食水用量
Per Capita Domestic Fresh Water Consumption

公升/日 Litres/day



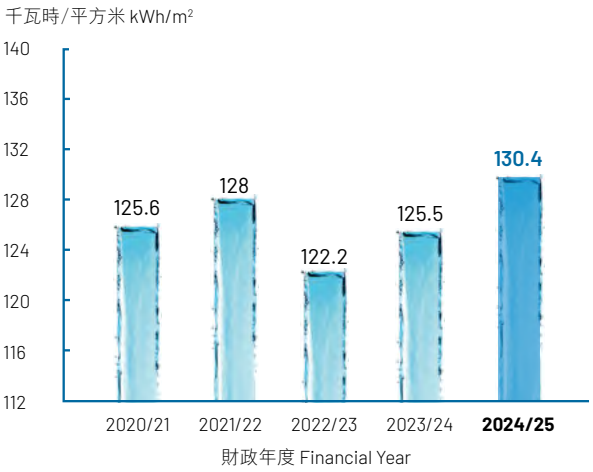
人均沖廁水用量（食水及海水）
Per Capita Flushing Water Consumption (Fresh Water and Salt Water)

公升/日 Litres/day

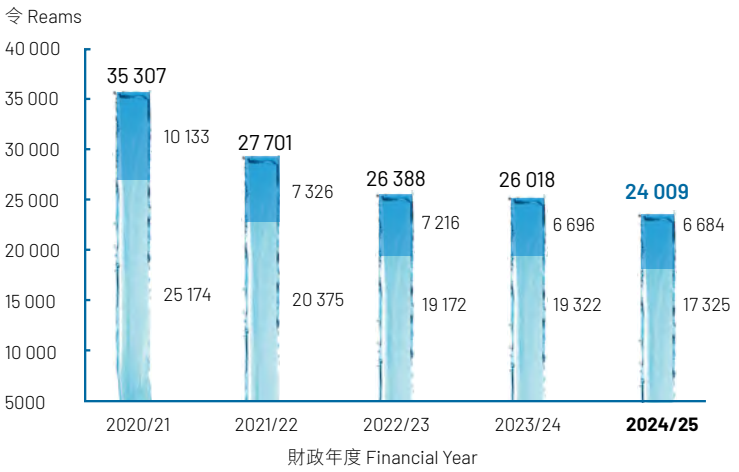


註：人均沖廁水用量（食水及海水）是根據本港的沖廁水總用量計算而得。
Notes: Per Capita Flushing Water Consumption (Fresh Water and Salt Water) is based on Hong Kong's total flushing water consumption.

辦公室每單位樓面面積的耗電量
Office Electricity Consumption Per Unit Floor Space



耗紙量
Paper Consumption



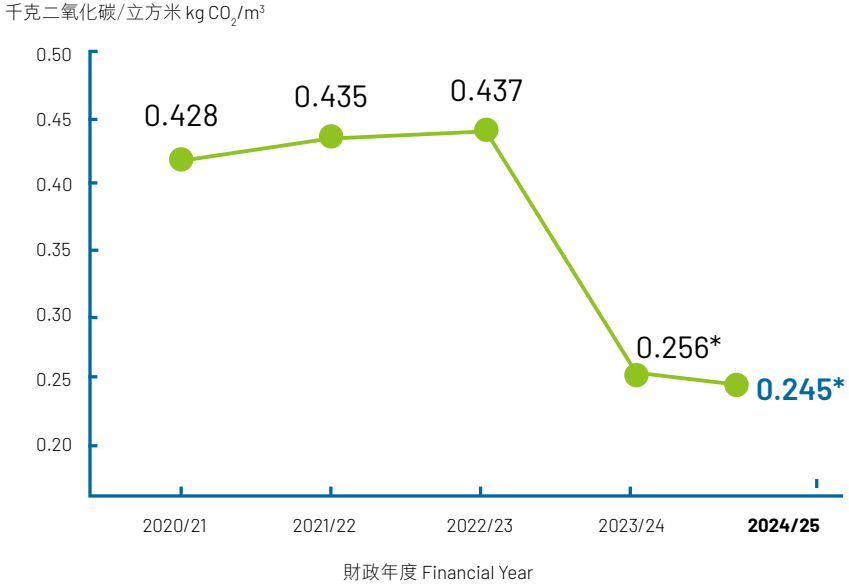
無木漿紙張 Wood-free Paper

再造紙張 Recycled Paper

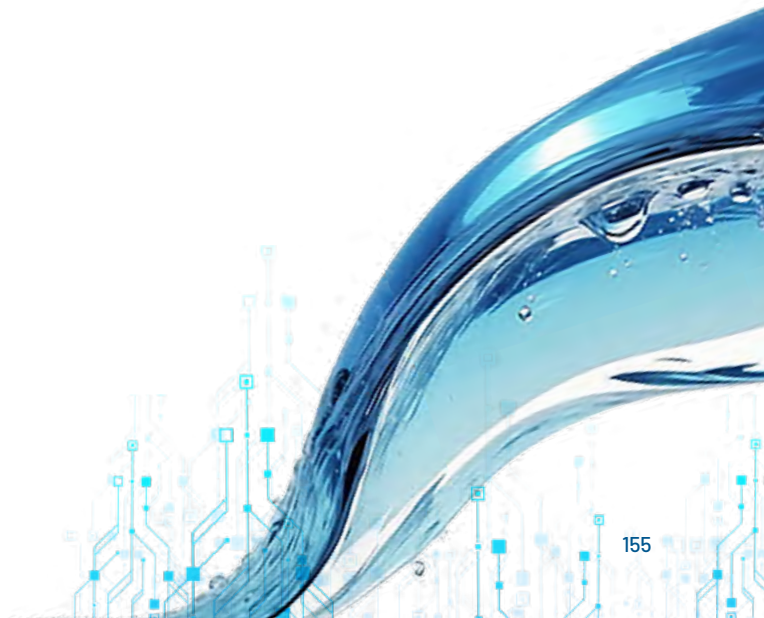
註：
由於二零二零年第一季實施特別上班安排，原定預計於二零一九至二零年度訂購的 1 752 令無木漿紙張和 5 442 令再造紙張延遲至二零二零至二一年度。

Note:
1 752 reams of wood-free paper and 5 442 reams of recycled paper originally planned to be ordered in 2019/20 was deferred to 2020/21 due to the special work arrangements implemented in the first quarter of 2020.

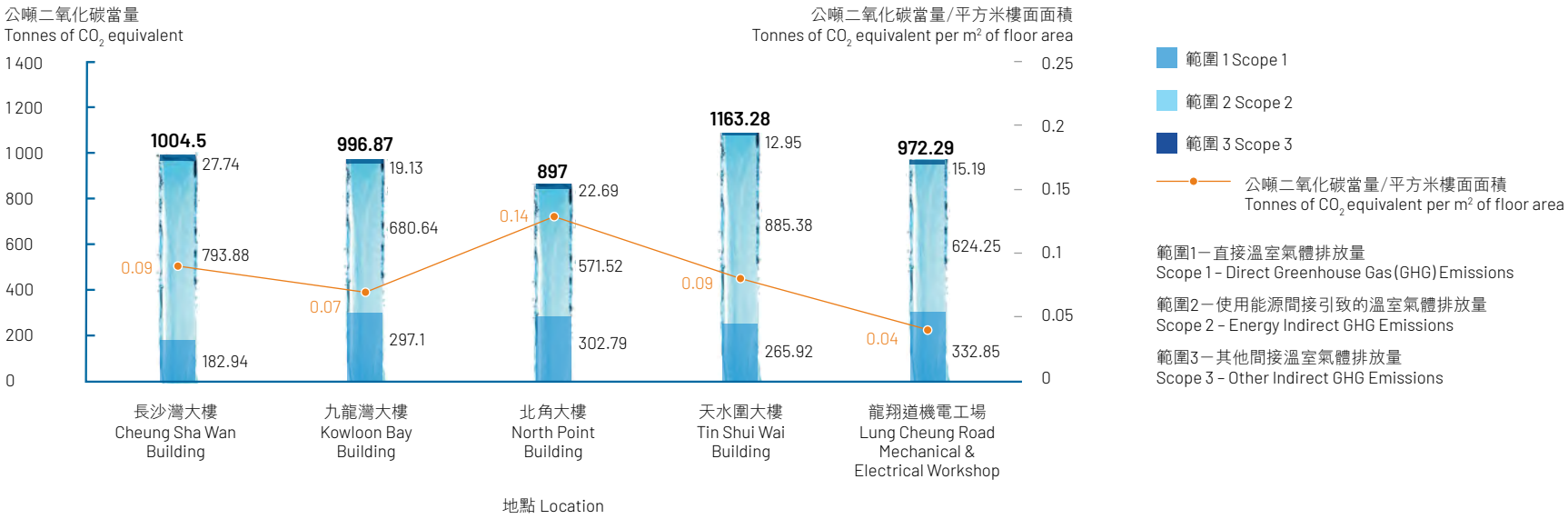
水務署因使用電力處理食水而產生的溫室氣體排放
Greenhouse Gas Emissions Incurred From Electricity Used for Fresh Water Processing by the WSD



* 上述的排放系數取自相應年度並以中華電力有限公司及香港電燈有限公司 的數據作參考。
* The emission factor applied corresponds to each respective year with reference to CLP Power Hong Kong Limited and HK Electric



碳審計報告 Carbon Audit Report



範圍1－直接溫室氣體排放量
Scope 1 - Direct Greenhouse Gas (GHG) Emissions

範圍2－使用能源間接引致的溫室氣體排放量
Scope 2 - Energy Indirect GHG Emissions

範圍3－其他間接溫室氣體排放量
Scope 3 - Other Indirect GHG Emissions

可再生能源產量 Renewable Energy Generated

財政年度 Financial Year	2020-21	2021-22	2022-23	2023-24	**2024-25**
水務設施中的太陽能板發電系統的發電量（千瓦時）（見下面的註釋） Renewable Energy (RE) Generated by Land-based Photovoltaic (PV) Panels in Waterworks Installations (kWh) (see Note below)	230 257	267 438	278 782	287 079	**297 698**
水塘浮動太陽能板發電系統的發電量（千瓦時） RE Generated by Floating PV Systems in Impounding Reservoirs (kWh)	209 007	211 811	269 896	220 472	**233 546**
濾水廠中的水力發電系統的發電量（千瓦時） RE Generated by Hydropower Plant at Water Treatment Works (kWh)	1 478 767	1 510 453	1 421 976	817 378	**1 006 378**
總量（千瓦時） Total (kWh)	1 918 031	1 989 702	1 970 654	1 324 929	**1 537 622**
減少二氧化碳排放當量（公斤）【全港性的溫室氣體排放系數預設值為 0.7 公斤 / 千瓦時】 Equivalent Reduction in CO_2 Emission (kg) [The territory-wide default value of the emission factor is 0.7 kg/kWh]	1 342 622	1 392 791	1 379 458	927 450	**1 076 335**

註：欣澳海水抽水站的可再生能源發電系統的發電量，為 12 千瓦太陽能板發電系統和 2.5 千瓦風力發電系統的總和。

Note: The RE generated from Sunny Bay Salt Water Pumping Station is the summation of both 12kW PV system and 2.5kW wind turbine system.

公用集調車輛資料 Information on Vehicle Pool Transport

財政年度 Financial Year	投入運作的政府車輛 No. of Government Vehicles in Operation			總燃料耗用量（公升） Total Fuel Consumption (Litres)			總車程（公里） Total Mileage (km)		
	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25
柴油 Diesel	126	163	**172**	269 231	331 335	**351 792**	1 302 188	165 4347	**1 775 294**
汽油 Petroleum	98	60	**46**	247 757	108 298	**67 530**	1 452 705	695 767	**625 679**
混合（汽油 / 電力）Hybrid (Petrol/Electric)	1	1	**0**	589	605	**0**	12 376	11 821	**0**
液化石油氣 LPG	10	10	**5**	16 148	45 690	**46 384**	125 810	117 396	**114 718**
電力 Electricity	12	12	**22**	–	–	**–**	67 816	84 510	**129 682**

排放 Emissions

（以公噸計）(Figures in Tonnes)	二氧化碳 CO_2			二氧化硫 SO_2			氮氧化物 NO_x			可吸入懸浮粒子 RSP		
財政年度 Financial Year	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25
直接廢氣排放 Direct emissions												
車輛（柴油） Vehicle fleet (diesel)	704	866	**920**	-	-	**-**	3	4	**4**	-	-	**-**
車輛（汽油） Vehicle fleet (petrol))	585	257	**159**	-	-	**-**	1	-	**-**	-	-	**-**
車輛（液化石油氣）Vehicle fleet (LPG)	77	77	**78**	-	-	**-**	-	-	**-**	-	-	**-**
間接廢氣排放 Indirect emissions												
耗用電（九龍及新界） Electricity consumed (Kowloon and New Territories)	281 734	280 295	**271 980**	27	24	**11**	188	202	**153**	6	6	**5**
耗用電（港島） Electricity consumed (Hong Kong Island	49 086	49 188	**45 652**	10	6	**8**	32	28	**22**	1	1	**1**
總量 Total	332 186	330 683	**318 789**	37	30	**19**	224	234	**179**	7	7	**6**

綠色採購
GREEN PROCUREMENT

為配合政府的綠色採購政策，水務署在採購過程中充分考慮環保元素。本署採納環保署建議的環保採購產品清單，在報告期間採購節能用品如電腦及網絡相關器材、服裝、塑膠製品，及環保辦公室消耗品（如打印機墨盒及電池）。

WSD followed the Government's green procurement policy to integrate environmental considerations into its procurement process. We adopted the list of Green Procurement Items recommended by Environmental Protection Department in procuring energy-efficient appliances such as computer and network products, clothing, plastic products, and stationery and office supplies like printer ink/ toner cartridge and batteries during the reporting period.

目錄
Menu

附錄
Appendices

附錄一

客戶諮詢中心

香港區

灣仔客戶諮詢中心
灣仔告士打道 7 號入境事務大樓 1 樓

九龍區

大角咀客戶諮詢中心
大角咀鐵樹街 41 號地下

新界區

沙田客戶諮詢中心
沙田上禾輋路 1 號沙田政府合署 3 樓

屯門客戶諮詢中心
屯門屯喜路 1 號屯門政府合署 7 樓

APPENDIX I

Customer Enquiry Centres

Hong Kong

Wan Chai Customer Enquiry Centre
1/F, Immigration Tower, 7 Gloucester Road, Wan Chai

Kowloon

Tai Kok Tsui Customer Enquiry Centre
G/F, 41 Tit Shu Street, Tai Kok Tsui

New Territories

Sha Tin Customer Enquiry Centre
3/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin

Tuen Mun Customer Enquiry Centre
7/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun

附錄二

客戶查詢及申請服務的統計數字

APPENDIX II

Statistics on Customer Enquiries and Requests for Service

個案數目 Number of Enquiries and Requests	年份 Year				
	2020	2021	2022	2023	**2024**
書面、傳真及電郵 Letter, Fax and Email	290 771	316 721	290 202	264 699	**258 185**
電話 Telephone	859 836	846 353	676 319	630 748	**626 946**
親身 Counter	232 078	315 435	262 351	263 669	**289 351**
總數 Total	1 382 685	1 478 509	1 228 872	1 159 116	**1 174 482**

附錄三
客戶投訴的統計數字

APPENDIX III
Statistics on Customer Complaints

投訴數目 Number of Complaints	年份 Year				
	2020	2021	2022	2023	**2024**
與帳戶有關的投訴 # Account-Related#	679	544	60	27	**37**
與帳戶無關的投訴 Non-Account-Related	6 519	7 174	6 601	6 446	**6 938**
總數 Total	7 198	7 718	6 661	6 473	**6 975**

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, Legislative Council and The Ombudsman.

附錄四
二零二四至二五年度繳費方式的統計數字

APPENDIX IV
Statistics on Mode of Payment 2024/25

繳費方式 Mode of Payment	交易數目 No. of Cases	百分比 Percentage (%)
親身繳費 In person	3 013 000	36.3
郵寄 By post	45 000	0.5
自動轉帳 Autopay	894 000	10.8
繳費靈 Payment by Phone Service (PPS)	446 000	5.4
自動櫃員機 ATM	171 000	2.1
網上繳費 Internet	3 725 000	44.9
總數 Total	**8 294 000**	**100.0**

財政年度：由每年四月一日起至翌年三月三十一日止
年份：由每年一月一日起至十二月三十一日止

Financial Year: 1 April to 31 March
Year (Calendar Year) : 1 January to 31 December

匯率
除另有說明外，本年報所用「元」均指港元。自一九八三年十月十七日起，政府透過一項有關發行紙幣的措施，將港元與美元聯繫，以 7.8 港元兑 1 美元為固定匯率。

Exchange Rates
When dollars are quoted in this report, they are, unless otherwise stated, Hong Kong dollars. Since 17 October 1983, the Hong Kong dollar has been linked to the US dollar, through an arrangement in the note-issue mechanism, at a fixed rate of HK$7.80 = US$1.

水務署
WATER SUPPLIES DEPARTMENT

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