



服務承諾 Performance Pledge 2024/25

2024/25 年度的服務目標及 2023/24 年度取得的成績 2024/25 Performance Targets and 2023/24 Achievements

服務 Services	2024/25 年度的 服務目標 2024/25 Performance Targets	2023/24 年度 取得的成績 2023/24 Achievements
日常供水服務 Daily Water Supply Services		
食水水質 Fresh water quality	100% 符合香港食水標準 100% compliance with the Hong Kong Drinking Water Standards	達到指標 Target achieved
沖廁水水質 ⁱ Flushing water quality ⁱ	97% 符合水務署所定的水質指標 97% compliance with WSD Water Quality Objectives	達到指標 Target achieved
供水水壓 Supply pressure		
• 食水 fresh water supply	15 至 30 米 ⁱⁱ 15 - 30 metres ⁱⁱ	100%
• 沖廁水 ⁱ flushing water supply ⁱ	15 米 ⁱⁱ 15 metres ⁱⁱ	100%
處理故障投訴 Response time for attendance to fault complaints		
• 食水供應故障 ⁱⁱⁱ fresh water supply fault ⁱⁱⁱ	半天 Half a day	100%
• 其他 others	24 小時 24 hours	100%
通知經預先安排的暫停供水 Notice for planned suspension of water supply	4 個工作天前通知 4 working days ¹ advance notice	100%
因預先安排的工程而暫停供水之時段 Duration of suspension of water supply for planned work	98% 於 8 小時內 98% within 8 hours	達到指標 Target achieved
接獲爆喉報告後關閉水掣至可展開維修水管所需時間 Time after receipt of report of burst main for valve closure to enable repair works to start		
• 直徑 300 毫米及以下的喉管 for pipe diameter up to 300mm	80% 於 1 小時 15 分鐘內 80% within 1 hour and 15 minutes	達到指標 Target achieved
• 直徑 300 毫米以上至 600 毫米的喉管 for pipe diameter above 300mm to 600mm	80% 於 2 小時內 80% within 2 hours	達到指標 Target achieved

服務 Services	2024/25 年度的 服務目標 2024/25 Performance Targets	2023/24 年度 取得的成績 2023/24 Achievements
停水時間 Duration of supply interruption due to		
• 食水喉管爆裂 fresh water main burst	70% 於 7 小時內 70% within 7 hours	達到指標 Target achieved
• 沖廁水喉管爆裂 ⁱ flushing water main burst ⁱ	80% 於 24 小時內 80% within 24 hours	達到指標 Target achieved
關閉爆裂的喉管後，提供緊急臨時食水供應 Provision of emergency temporary fresh water supply after isolation of burst main	90% 於 3 小時內 ^{iv v} 90% within 3 hours ^{iv v}	達到指標 Target achieved
與帳戶有關的服務 Account-related Services		
用戶轉名申請 Taking up of consumership		
• 親自前往申請 in person	15 分鐘 ^{vi} 15 minutes ^{vi}	100%
• 電話申請 by phone	99% 於 15 分鐘內 ^{vi} 99 % within 15 minutes ^{vi}	99.80%
• 郵寄申請 by post	7 個工作天 ^{vii} 7 working days ^{vii}	100%
• 傳真申請 by fax	7 個工作天 ^{vii} 7 working days ^{vii}	100%
• 電郵申請 by email	7 個工作天 ^{vii} 7 working days ^{vii}	100%
• 電子服務 ^{viii} ☺ by Electronic Services Delivery ^{viii} ☺	7 個工作天 ^{vii} 7 working days ^{vii}	2024/25 年度的新服務目標 New performance target for 2024/25
結束帳戶後發出終結單 Issue of final bill upon closure of account	3 個工作天 3 working days	100%
發還水費按金 Refund of water deposit	9 個工作天 ^{ix} 9 working days ^{ix}	96.33%
申請自動轉帳服務 Application for autopay	3 個工作天 ^x 3 working days ^x	100%

服務 Services	2024/25 年度的 服務目標 2024/25 Performance Targets	2023/24 年度 取得的成績 2023/24 Achievements
與水錶有關的服務 Meter-related Services		
回覆有關新建樓宇工程計劃的供水申請 Reply to application for metered supply to new building projects	20 個工作天 20 working days	100%
準確水錶的比率 Proportion of accurate water meters	98% 的偏差程度 不超過 ±3% 98% with inaccuracy not exceeding ±3%	達到指標 Target achieved
驗錶 Meter Testing	8 個工作天 ^{xi} 8 working days ^{xi}	100%
抄錶的準確程度 Accuracy of meter readings	99.95%	達到指標 Target achieved
為新用戶安裝水錶 Fixing of water meters for new accounts	2 個工作天 2 working days	100%
重新接駁供水 Reconnection of water supply	1 個工作天 ^{xii} 1 working day ^{xii}	100%
簽發驗錶報告 Issue of meter test report	3 個工作天內 ^{xiii} 3 working days ^{xiii}	100%
查驗新建樓宇工程 Inspection of new building projects	7 個工作天 ^{xiv} 7 working days ^{xiv}	100%
發出『供水證明書』 (水務表格 WWO1005) Issue of "Certificate Regarding Water Supply Connection (Form WWO 1005)"	10 個曆日 ^{xv} 10 calendar days ^{xv}	100%



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電話諮詢服務 Telephone Enquiry Services		
可錄得接通客戶電話諮詢中心的來電比率 Success rate of measurable incoming calls connected to Customer Telephone Enquiry Centre	99%	達到指標 Target achieved
接通客戶服務代表的比率 Success rate of calls connected to operators	94%	達到指標 Target achieved
等候客戶服務代表接聽的時間（緊急服務） Waiting time for operator service (Emergency Nature)	75% 不超過 30 秒 75% not more than 30 seconds	達到指標 Target achieved
其他服務 Other Services		
申請釣魚牌照 Application for fishing licence		
• 郵寄申請 by post	3 個工作天 3 working days	100%
• 親自前往申請 in person	10 分鐘 10 minutes	100%
初步回覆市民的來信 Interim reply to correspondence from the public	10 個曆日 10 calendar days	100%
回覆水喉匠牌照申請 Reply to application for plumber licence	10 個工作天 10 working days	99.98%
為打擊非法取水舉辦宣傳活動和講座 Conducting publicity campaigns and seminars for promotion of combating unauthorised water consumption	70 次 70 nos.	達到指標 Target achieved
接獲懷疑非法取水投訴後的 1 天內展開調查行動 Initiating an investigation after receiving a complaint on suspected unauthorised water consumption within one day	92%	達到指標 Target achieved



- 沖廁水指水務署供應作沖廁用途的鹹水及循環再用水。
Flushing water refers to the saltwater and recycled water supplied by WSD for flushing purpose.
- 除了在系統的盡頭，配水系統內最低的剩餘水壓。
Minimum residual head in the distribution systems except at their extremities.
- 包括食水供應中斷、食水受到污染及內部食水管爆裂而可能導致水浸。
Including cases of no fresh water supply; polluted fresh water supply; and internal fresh water pipe burst likely to cause flooding.
- 除了因惡劣天氣引致「極端情況」或出現其他危險情況期間的緊急臨時食水供應。
Emergency temporary fresh water supply except in times of "extreme conditions" arising from adverse weather or other dangerous conditions.
- 緊急臨時食水會以街喉、水箱或水車提供，如預計食水中斷不超過 3 小時，通常不會提供緊急臨時食水。
Emergency temporary water supply, which will normally not be provided for supply interruptions expected to last for not more than 3 hours, will be provided in the form of standpipes, water tanks or water wagons.
- 處理申請所需時間。
Processing time.
- 收到完整申請後的整個過程，包括為舊客戶終結帳戶所需時間。
Complete process upon receipt of completed application, including finalizing account of the outgoing customer.
- ☺ 2024/25 年度的新服務目標。
☺ New performance target for 2024/25.
- 發還水費按金的支票會在發出終結單後 9 個工作天內發出。
The cheque for refund of water deposit will be issued within 9 working days after issue of final bill.
- 收到銀行通知後。
Upon receipt of notification from banks.
- 由移除水錶至驗錶。
From removal of the meter to meter test.
- 繳交所需費用後計。
After payment has been received.
- 完成驗錶後計。
After the water meter test has been conducted.
- 在持牌水喉匠報告完成水管工程後。
Upon report of completion of plumbing works by the licensed plumber.
- 在下列事項辦妥後發出『供水證明書』：
(一) 收到申請水務表格 WWO132 Pt II；
(二) 水務監督已檢查及滿意水管工程；及
(三) 供水已完成接駁。
After
(a) receipt of application form WWO 132 Pt II;
(b) the plumbing works have been inspected to the satisfaction of the Water Authority; and
(c) water supply connection has been made.



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服務承諾

Performance Pledge

2024/25

數字水務

Digital Water

