

服務
Services

2023/24年度的
服務目標
2023/24
Performance Targets

2022/23年度
取得的成績
2022/23
Achievements

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	99.16%
• 親自前往申請 in person	10分鐘 10 minutes	99.95%
初步回覆市民的來信 Interim reply to correspondence from the public	10個曆日 10 calendar days	99.99%
回覆水喉匠牌照申請 Reply to application for plumber licence	10個工作天 10 working days	99.95%
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



- ✓ 2023/24年度修訂後的服務說明。2022/23年度的服務說明為「鹹水水質」。
✓ Revised description of service for 2023/24. Description of service in 2022/23 was "Salt water quality".
- 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.
- ✓ 2023/24年度修訂後的服務說明。2022/23年度的服務說明為「供水水壓—鹹水」。
✓ Revised description of service for 2023/24. Description of service in 2022/23 was "Supply pressure — salt water supply".
- 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.
- ✓ 2023/24年度修訂後的服務說明。2022/23年度的服務說明為「停水時間—鹹水喉管爆裂」。
✓ Revised description of service for 2023/24. Description of service in 2022/23 was "Duration of supply interruption due to salt water main burst".
- 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.
- ✓ 2023/24年度修訂後的服務目標。2022/23年度的服務目標為「100%於15分鐘內」。
✓ Revised performance target for 2023/24. Performance target in 2022/23 was "100% within 15 minutes".
- 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 finalising account of the outgoing customer.
- 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.



服務承諾

Performance Pledge

2023/24





服務承諾 Performance Pledge 2023/24

2023/24年度的服務目標及2022/23年度取得的成績 2023/24 Performance Targets and 2022/23 Achievements

服務 Services	2023/24年度的 服務目標 2023/24 Performance Targets	2022/23年度 取得的成績 2022/23 Achievements
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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,ii} Flushing water quality ^{i,ii}	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 ⁱⁱⁱ 15 - 30 metres ⁱⁱⁱ	100%
● 沖廁水 ^{ii,iv,✓} flushing water supply ^{ii,iv,✓}	15米 ⁱⁱⁱ 15 metres ⁱⁱⁱ	100%
處理故障投訴 Response time for attendance to fault complaints		
● 食水供應故障 ^v fresh water supply fault ^v	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' 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	2023/24年度的 服務目標 2023/24 Performance Targets	2022/23年度 取得的成績 2022/23 Achievements
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日常供水服務 Daily Water Supply Services

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 ^{ii,vi,✓} flushing water main burst ^{ii,vi,✓}	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 ^{vii} 90% within 3 hours ^{vii}	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 ^{viii} 15 minutes ^{viii}	100%
● 電話申請 by phone	99% 於15分鐘內 ^{viii,ix,✓} 99% within 15 minutes ^{viii,ix,✓}	99.80%
● 郵寄申請 by post	7個工作天 ^x 7 working days ^x	100%
● 傳真申請 by fax	7個工作天 ^x 7 working days ^x	100%
● 電郵申請 by email	7個工作天 ^x 7 working days ^x	100%
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	97.70%
發還水費按金 Refund of water deposit	9個工作天 ^{xi} 9 working days ^{xi}	97.14%
申請自動轉帳服務 Application for autopay	3個工作天 ^{xii} 3 working days ^{xii}	99.62%

服務 Services	2023/24年度的 服務目標 2023/24 Performance Targets	2022/23年度 取得的成績 2022/23 Achievements
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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 ^{ix} Proportion of accurate water meters ^{ix}	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 ^{xiii} 8 working days ^{xiii}	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 ^{xiv} 1 working day ^{xiv}	100%
簽發驗錶報告 Issue of meter test report	3個工作天內 ^{xv} 3 working days ^{xv}	100%
查驗新建樓宇工程 Inspection of new building projects	7個工作天 ^{xvi} 7 working days ^{xvi}	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 ^{xvii} 10 calendar days ^{xvii}	100%

