



署長回顧及前瞻

DIRECTOR'S REVIEW AND LOOKING AHEAD



150 Years of Water Supply

It has been 150 years since the first few publicly funded wells were sunk in 1851 to supply the earliest trading settlers with drinking water. Since then, Hong Kong's water supply system has developed into a world class example of engineering skill both in design and construction, and incorporates some features that are unique in the world.

供水 150 年

一八五一年本港首度運用公帑開掘水井，為早期聚居本港的商人供應食水，轉眼已有一百五十年之久。由那時起，香港的供水系統在設計和建造技術上無出其右、屢創新猷，並發展成國際間的工程典範。

就以近年的發展項目為例，鑒於陸上缺乏合適地點興建迫切需要的大型水塘，我們在海上築建成船灣淡水湖和萬宜水庫。此外，為紓緩水源匱乏之苦，我們從廣東省輸入東江原水；而為節約珍貴的食水，我們特別發展了一套海水系統，至今已為全港八成人口供應沖廁鹹水。

這些供水工程壯舉，對香港今日得以成為近 700 萬人安居樂業的國際都會，實在發揮了舉足輕重的作用。

欣逢香港供水 150 周年，我們舉辦了多項活動，讓公眾（我們的客戶）一同參與其中。此外，我們還出版了一本名為

In recent years, for instance, when there was no more suitable land for much needed reservoirs, we formed two major areas from the sea, creating the Plover Cove and High Island Reservoirs. To supplement our local resources, which are far from adequate, a system was engineered to import raw water from Dongjiang in Guangdong. Also, to save precious fresh water, we developed a special system which now supplies 80 per cent of our population with sea water for flushing.

These and other engineering achievements have enabled us to provide the water that has been essential for Hong Kong's growth into a world city, which today is home to nearly seven million people.



水務署署長傅立新先生與150年紀念酒會的主禮嘉賓政務司司長陳方安生女士及工務局局長李承仕先生。
Mr. Hugh Phillipson with Mrs. Anson Chan, Chief Secretary for Administration and Mr. Lee Shing See, Secretary for Works, at the 150 Years Cocktail Reception.

《點滴話當年 — 香港供水一百五十年》的書冊，細述了多年來我們為不斷增長的人口提供食水遇到的挑戰和所作的努力。

食水水質

多年來，香港的食水水質一直處於全球最優質之列，絕對適宜直接飲用。

至於或會出現於客戶水龍頭的水質問題，主要是樓宇內水管系統保養欠善所致。有見及此，我們正研制一套策略，務求逐步向客戶灌輸妥善保養水管系統的意識，從而鞏固他們對本署所提供食水純淨度的信心。此外，由二零零零年八月開始在互聯網上公布食水水質測試結果，亦有助釋除客戶對供水水質的疑慮。

供水分配

我頗引以自豪的是，我能夠在此匯報，現時差不多全港所有市民均可獲供應經全面處理的食水，而供水系統亦繼續推展至最偏遠和最難以到達的地區。

釋除疑慮

東江原水的水質受到各界人士深切關注，是可以理解的。水質事務諮詢委員會自二零零零年四月成立以來，一直在代表市民監察水質並就有關事宜提供意見方面擔當重要的角色，我謹在此感謝各委員作出寶貴的貢獻。

二零零零年八月，諮詢委員會在主席的率領下參觀東江供水系統，親身審視現時用以保護供港原水的各項措施。對於廣東省當局改善原水水質的決心和努力，以及解答問題時的開明態度，在各委員心中均留下了深刻的印象，這無疑有助釋除公眾對原水水質的疑慮。

我們會繼續密切監察原水水質和改善措施的進展情況，包括為避開污染來源而建且定於二零零三年竣工的密封式輸水管道。此外，我們亦會就原水價格和爭取更具彈性的供水安排，與廣東省當局繼續磋商。

We took the opportunity to celebrate 150 years of water supply in Hong Kong, by organising a number of events in which appropriately the public (our customers) took part. We also put out a book – “Water for a Barren Rock – 150 Years of Water Supply in Hong Kong”, detailing the years of struggle and challenges met to supply water for the ever growing number of people.

Tap Water Quality

The quality of our drinking water has for years been among the best anywhere and is perfectly fit for direct consumption.

Problems that may occur with the quality of water from customers' taps result mainly from improper maintenance of internal plumbing systems. Recognising this, we are developing a strategy aimed at instilling in users the importance of proper maintenance of their plumbing systems, and thereby reinforcing their confidence in the purity of our drinking water. In August 2000, the publication on the Internet, for the first time, of treated water quality test results has also helped to reassure customers of the quality of the water supply.

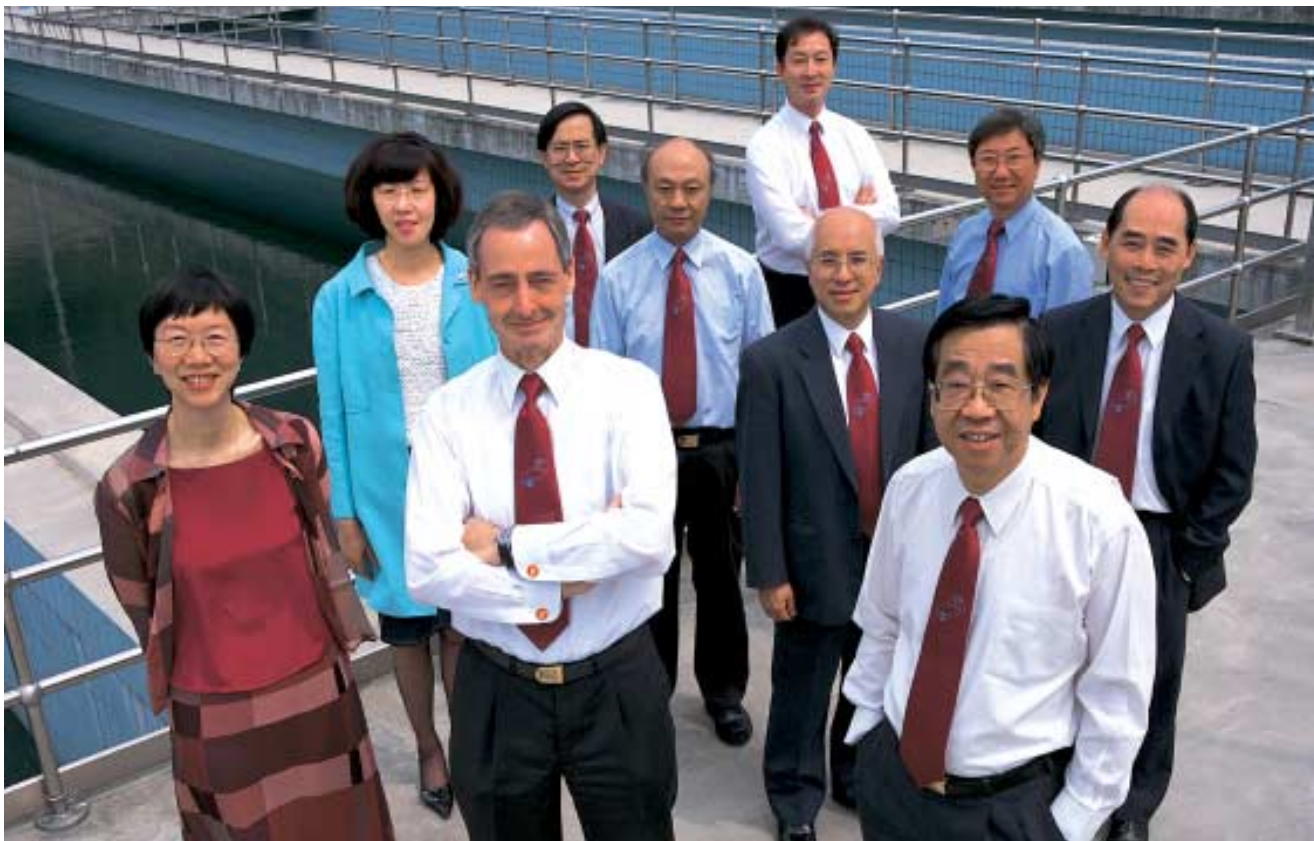
Distribution

As for distribution, it is with some pride that I am able to report that fully treated water now reaches almost every member of the community and we are continuing to extend our supply system into the most remote and inaccessible areas.

For Your Peace of Mind

Very much in everybody's minds – and understandably so – is the quality of raw water from Dongjiang. Our Advisory Committee on the Quality of Water Supplies has played a key role since its formation in April 2000 representing the public in monitoring water quality and advising us on related issues. I thank the members of this Committee for their valuable contribution.

In August 2000, a delegation led by the Chairman of the Advisory Committee visited the Dongjiang Water Supply System for a personal evaluation of the measures being taken to protect the raw water supply. The delegation was impressed by the Guangdong Authorities' openness in explaining their problems and their commitment and efforts to improve raw water quality, and this, no doubt will help to ease concerns about the quality of the raw water.



水務署高層管理人員。
WSD Senior Management Team.

里程碑

二零零零年十二月，採用先進濾水技術的牛潭尾濾水廠落成啟用，成為香港供水歷史上一個里程碑，也是我們努力不懈改善水質的另一明證。

海內外的好評

能得到國際及本地人士認同本署的工作，我們深感欣幸。年內，牛潭尾濾水廠以其出類拔萃的環保設計，獲美國環保工程師學會頒發二零零一年卓越成就大獎，這是首次有美國以外的工程設計獲此殊榮。

此外，我們別出心裁的海水沖廁系統亦榮獲英國水務及環境管理學會頒授「二零零一年Chris Binnie持續水務管理大獎」。

We will continue to closely monitor the raw water quality and the progress of the improvement measures, including the construction of a closed aqueduct scheduled for completion in 2003 to bypass pollution sources. Continuing negotiation will also be held with the Guangdong Authorities on raw water price and on obtaining a more flexible water supply arrangement.

A Milestone

The opening of the Ngau Tam Mei Water Treatment Works in December 2000, which uses advanced treatment technologies, marked a milestone in the supply of water in Hong Kong and is yet a further indication of our efforts in improving the quality of our water.

International and Local Recognition

We are particularly pleased with the international as well as local recognition of our work. The Ngau Tam Mei Water Treatment Works won the 2001 Superior Achievement Award from the American Academy of Environmental Engineers (AAEE) for the excellence of its environmentally friendly design. It was the first time a design project outside the USA has been given the award.

年內獲取並贏得市民大眾認同的獎項，還包括上文提及的萬宜供水計劃。這個真正在海上築建的水庫，獲市民在眾多工程項目中評選為香港十大傑出工程項目之一。

本署表現

在下一章節內的主要工作表現指標顯示，我們年內續有高水準的表現。在住宅食水用量上升而工業用水量下降的情況下，食水的總用量輕微增加。就數字而言，我們的客戶亦增長了近4%，達243萬個。

節約成本

繼去年節省的3,000萬元，年內我們透過資源增值計劃得以進一步減低開支約1億元（3%）。因此，我們有信心可在計至二零零三年的三年間達致原定的5.5%節省目標。然而，我們實際上正期望可達到三年間節省10%這更高的增值目標。憑藉管職雙方在效率及生產力促進委員會和各個工作層面通力合作，我深信這個目標一定可以達到。

感謝員工

不論是客戶的回應、資源增值計劃的成功，還是在制定改善服務建議方面的積極參與，均可證明各級員工一直克盡厥職，努力不懈，我謹此向他們衷心致謝。

We were also presented with the “2001 Chris Binnie Award for Sustainable Water Management” by the Chartered Institution of Water and Environmental Management (CIWEM) in UK for our unique sea water flushing system.

Yet another prize gained during the year and for which there was also public recognition was for the High Island Water Scheme that I referred to earlier. A reservoir literally built out of the sea, the High Island Scheme has been elected as one of Hong Kong's ten engineering wonders from among many other engineering projects assessed and judged by the general public.

Our Performance

As reflected by the key performance indicators in the following chapter, we continued to achieve a high standard of performance during the year. There was a rise in fresh water consumption for domestic use and a decline for industrial use resulting in a small increase in overall fresh water consumption. In terms of numbers, however, our customer accounts grew by nearly four per cent to 2.43 million.

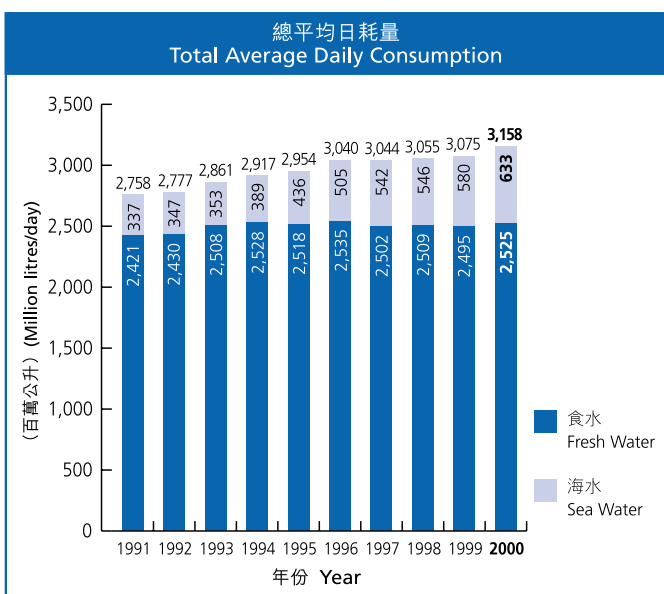
Savings

In addition to our savings of \$30 million last year, we have been able to further reduce expenditure by about \$100 million (three per cent) through our Enhanced Productivity Programme (EPP) this year. We are therefore confident of savings of 5.5 per cent over the three years to 2003, as agreed with the government. But we are looking beyond this to a higher productivity target of ten per cent savings over three years, and with good cooperation of management and staff under the Efficiency and Productivity Improvement Committee and at all levels in the Department, I am confident this will be achieved.

Appreciation to Staff

I wish to express my sincere appreciation to staff at all levels who have continued to perform with commitment and dedication. This has been evident from customer response and from our success in attaining the EPP targets, and by the active participation in proposals to improve our services.

More than 500 colleagues have joined the government's voluntary retirement scheme and will be leaving the



對於參加了自願退休計劃而行將分期離任的500多位同事，我亦要感謝他們多年來竭誠為本署服務，並誠心祝願他們幸福快樂！

前瞻

展望未來，我們已為多項工作定下目標，務求時刻為客戶提供最佳服務。其中，當新設的客戶服務及發單系統於二零零四年啟用後，客戶服務將可大大改善。

另一項重要目標是推廣水資源的可持續發展，我們會著手減低因水管滲漏流失的水量，並開發新的可再生水源，例如海水化淡、廢水循環再用和擴建集水區及貯水系統等等。與此同時，我們亦會透過宣傳和教育爭取客戶對我們這些工作的了解。

在致力滿足因經濟發展和人口增長而不斷上升的用水需求這基要目的之餘，我們還會設法在給予客戶優質服務方面，提高效率和成本效益。

向水務先驅致敬

際此供水150周年誌慶，我很榮幸可以水務署署長身分撰寫任內最後一份回顧時，恭謹地向各位水務先驅致敬——不單是各位前任署長，也包括曾對香港這個首屈一指的供水系統的發展和運作有所貢獻的各級人員。深信於下任署長高贊覺先生的領導下，全體員工仍會秉承一貫克盡厥職和高瞻遠矚的精神，靈巧地精益求精，我謹祝他們百尺竿頭，更進一步！



傅立新
水務署署長
二零零一年六月三十日

Department in stages. I would like to thank them for their valuable services through the years and I wish them well for the future.

Looking Ahead

As we look ahead, we have set goals for a number of tasks aimed as always to provide customers with the best service available. One of these is the setting up of a new Customer Care and Billing System which when completed in 2004 will considerably enhance customer service.

Importantly, in promoting sustainable water use, we will seek to reduce loss through leakage, explore new renewable water resources, such as desalination, recycling of wastewater, and expansion of the catchment areas and storage system, among other things. In doing all this, we will seek the understanding of our customers through publicity and education programmes.

Together with the underlying purpose of providing for economic development and population growth, we will strive to improve our efficiency and cost-effectiveness in providing a quality service to our customers.

Tribute to Our Predecessors

And so, as I write my final review as Director of Water Supplies in the year that we celebrate 150 years of water supply in Hong Kong, I am both humbled and honoured to be able to pay tribute to my predecessors – not just previous Directors, but all those people at all levels who have had a hand in contributing to the development and operation of Hong Kong's first class water system. At the same time, I am confident that the same spirit of commitment, ingenuity, improvement and vision will be carried forward by all my colleagues under the leadership of my successor, Mr. William C G KO. I wish them every success in the years to come.

Hugh Phillipson
Director of Water Supplies
June 30, 2001