

## 目錄 CONTENTS

	部門總覽 WSD Corporate Profile	02
	抱負、使命和信念 Our Vision, Mission and Values	03
	全年大事 Highlights of the Year	04
	署長回顧及前瞻 Director's Review and Looking Ahead	08
	主要的工作表現指標 Key Performance Indicators	14
	香港供水 150 年 Our 150 Years of Water Supply	16
	環保報告 Environmental Report	22
	供水 Water Supply	34
	水質 Water Quality	42
	客戶服務 Customer Service	48
	財務及水費 Finance and Water Charges	56
	提高效率及生產力和品質保證 Efficiency and Productivity Improvements and Quality Assurance	64
	發展及增長 Development and Growth	72
	資產及風險管理 Management of Assets and Risks	76
	人力資源管理 Human Resource Management	86
	社區工作及教育 Community and Education	94
	附錄及附件 Appendices and Annex	100