

# KEY PERFORMANCE 主要的 INDICATORS 工作表現 指標

- 食水水質
  - 鹹水水質
  - 食水供水壓
  - 鹹水供水壓
  - 到場處理故障投訴的時間
  - 水錶準確程度
  - Fresh Water Quality
  - Salt Water Quality
  - Fresh Water Supply Pressure
  - Salt Water Supply Pressure
  - Response Time for Attendance to Fault Complaints
  - Accuracy of Water Meter
- 



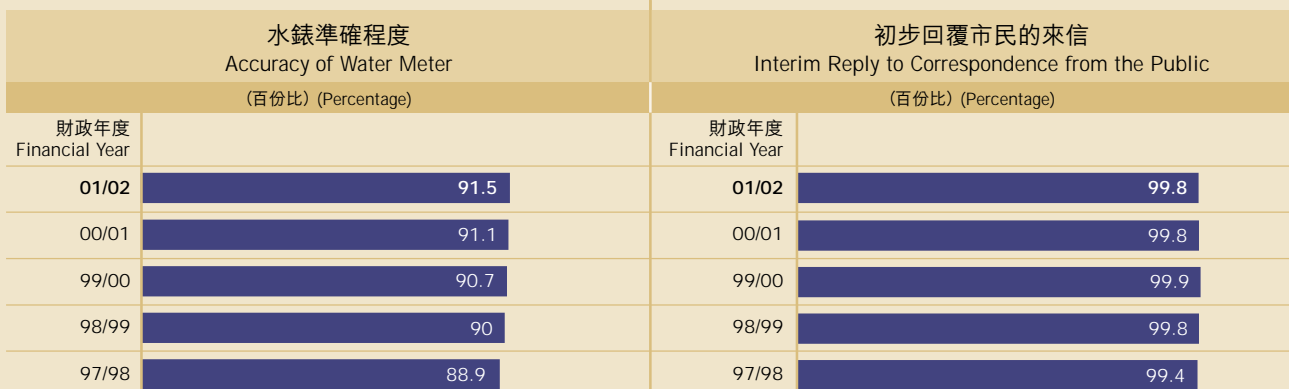
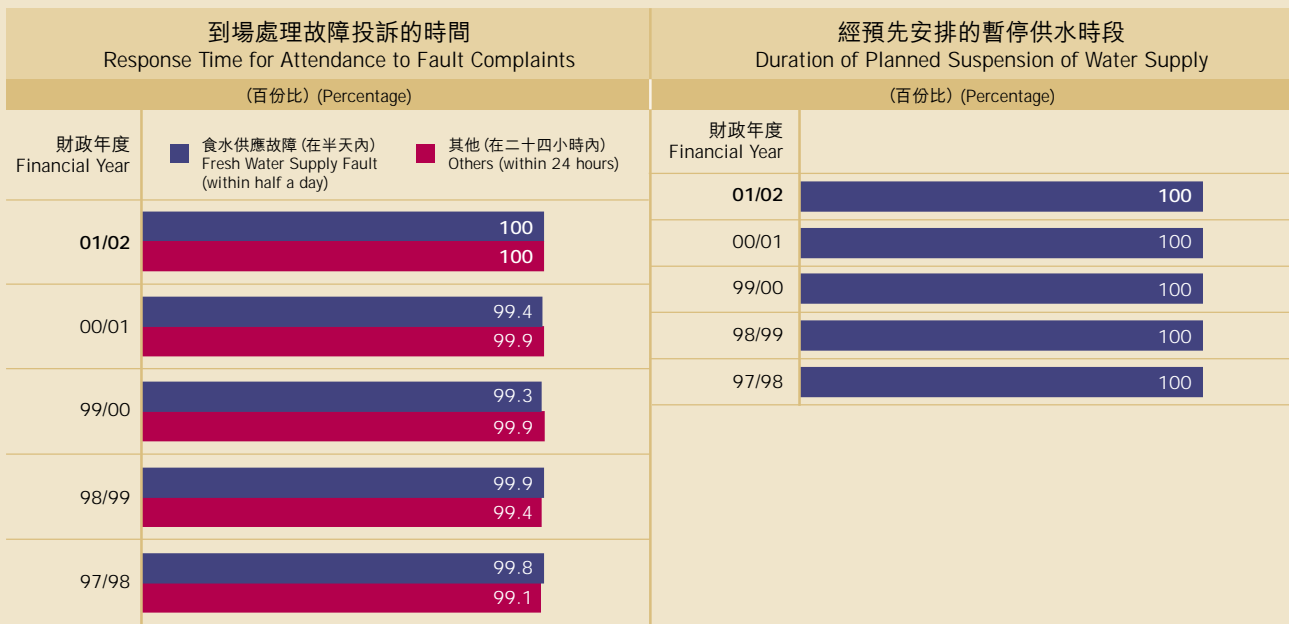
指標 Indicators	97/98	98/99	99/00	00/01	01/02
食水水質 (100%符合世界衛生組織所定的標準) Fresh Water Quality (100% complies with World Health Organization Guideline Standards 1993)	100	100	100	100	100
鹹水水質 (93%符合水務署所定的水質指標) Salt Water Quality (93% complies with WSD Water Quality Objectives)	100	100	100	100	100
食水供水壓 (15米至30米) Fresh Water Supply Pressure (15 – 30 metres)	100	100	100	99.4	99.9
鹹水供水壓 (15米) Salt Water Supply Pressure (15 metres)	100	100	100	100	100

食水水質 Fresh Water Quality (百分比) (Percentage)		鹹水水質 Salt Water Quality (百分比) (Percentage)	
財政年度 Financial Year		財政年度 Financial Year	
01/02	100	01/02	100
00/01	100	00/01	100
99/00	100	99/00	100
98/99	100	98/99	100
97/98	100	97/98	100

食水供水壓 Fresh Water Supply Pressure (百分比) (Percentage)		鹹水供水壓 Salt Water Supply Pressure (百分比) (Percentage)	
財政年度 Financial Year		財政年度 Financial Year	
01/02	99.9	01/02	100
00/01	99.4	00/01	100
99/00	100	99/00	100
98/99	100	98/99	100
97/98	100	97/98	100

財政年度 = 由每年四月一日起至翌年三月三十一日止 Financial Year = 1 April to 31 March

指標 Indicators	97/98	98/99	99/00	00/01	01/02
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints					
• 食水供應故障(在半天內) Fresh Water Supply Fault (within half a day)	99.8	99.9	99.3	99.4	100
• 其他(在二十四小時內) Others (within 24 hours)	99.1	99.4	99.9	99.9	100
經預先安排的暫停供水時段(95%不多於八小時) Duration of Planned Suspension of Water Supply (95% within 8 hours)	100	100	100	100	100
水錶準確程度(偏差程度不超過±3%) Accuracy of Water Meter (inaccuracy not exceeding 3%)	88.9	90	90.7	91.1	91.5
初步回覆市民的來信(十個曆日) Interim Reply to Correspondence from the Public (10 calendar days)	99.4 (十個工作天) (10 working days)	99.8 (十個工作天) (10 working days)	99.9	99.8	99.8



財政年度 = 由每年四月一日起至翌年三月三十一日止 Financial Year = 1 April to 31 March