

主要工作表現指標 Key Performance Indicators

指標 Indicators	財政年度 Financial Year				
	99/00	00/01	01/02	02/03	03/04
食水水質 (100%符合「世界衛生組織」1993年所定標準) Fresh Water Quality (100% compliance with WHO Guideline Standards 1993)	100	100	100	100	100
海水水質 (93%符合水務署所定的水質指標) Salt Water Quality (93% compliance 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	99.4	99.9	100	100
海水供水壓 (15米) Salt Water Supply Pressure (15 metres)	100	100	100	100	100

指標 Indicators	財政年度 Financial Year				
	99/00	00/01	01/02	02/03	03/04
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 clear working day)	99.3	99.4	100	100	100
● 其他 (在二十四小時內) Others (within 24 hours)	99.9	99.9	100	100	100
經預先安排的暫停供水時段 (95%於八小時內) 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%)	90.7	91.1	91.5	91.7	92.3
初步回覆市民的來信 (十個曆日) Interim Reply to Correspondence from the Public (10 calendar days)	99.9 (十個工作天) (10 working days)	99.8	99.8	99.5	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 = April 1 to March 31

