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- I 水務署刊物目錄
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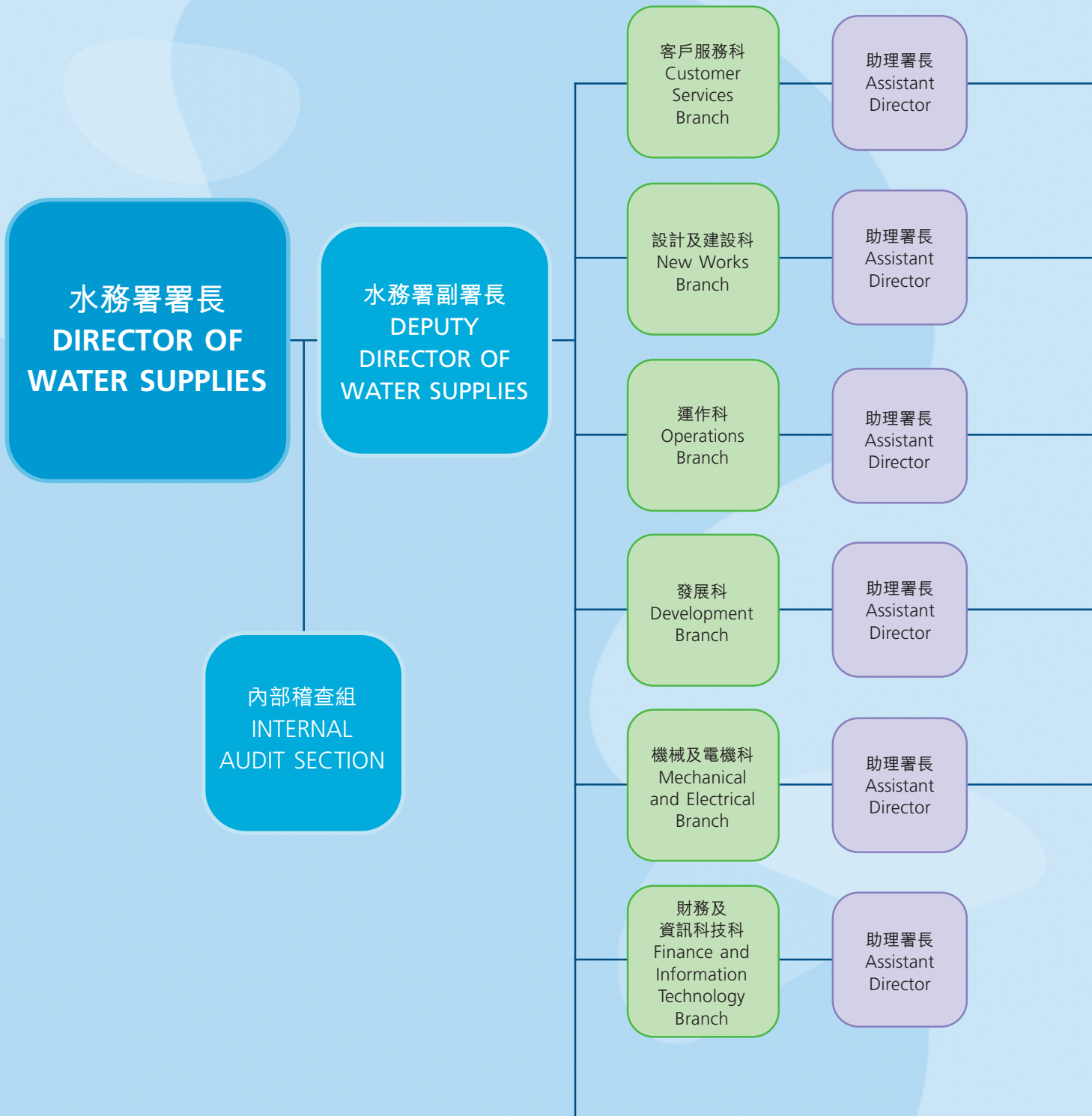
- II 客戶諮詢中心
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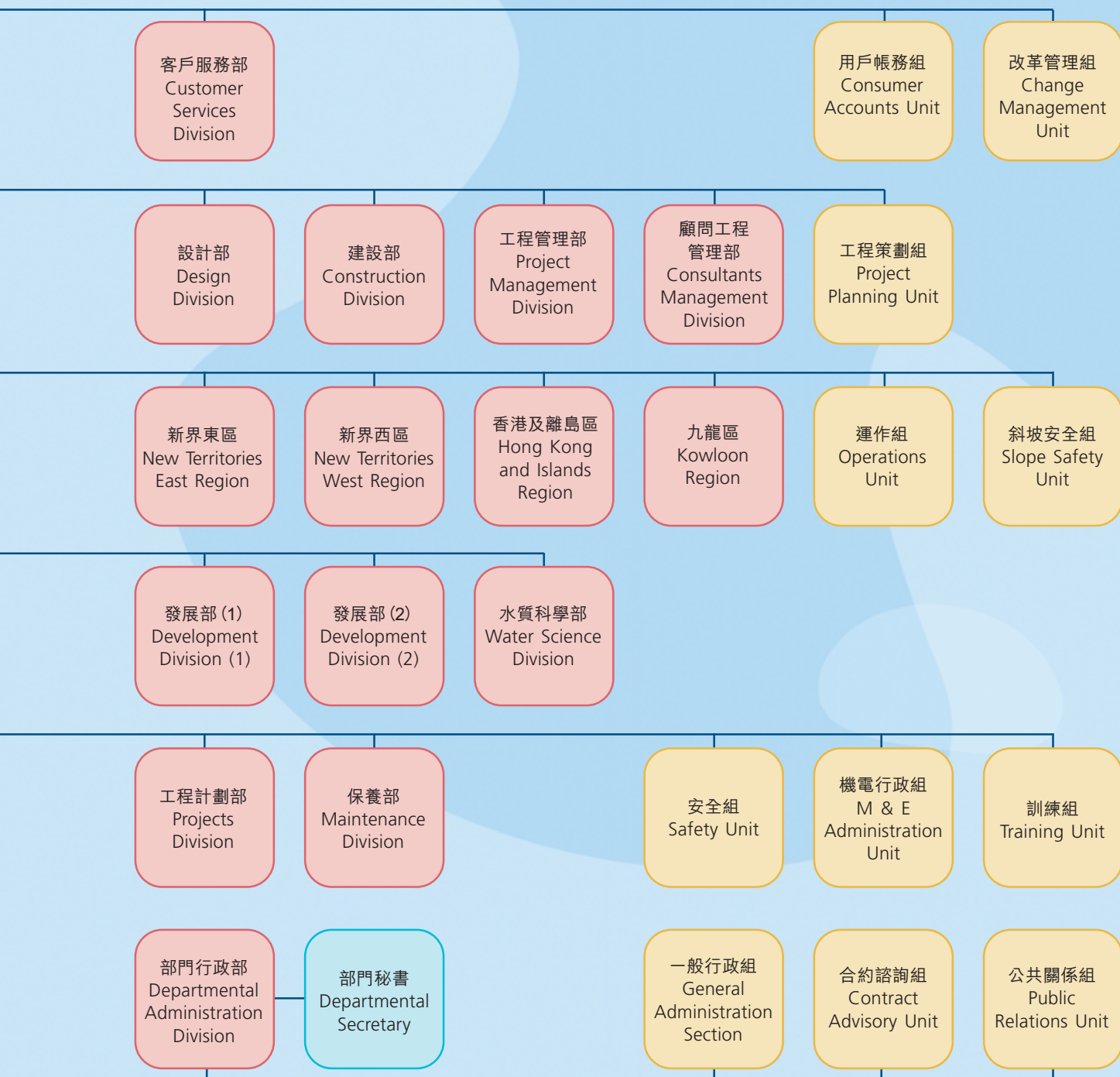
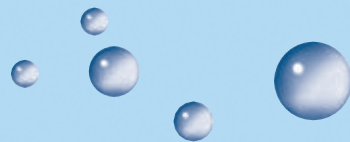
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附錄一
Appendix I

水務署組織圖
WSD Organisation Chart

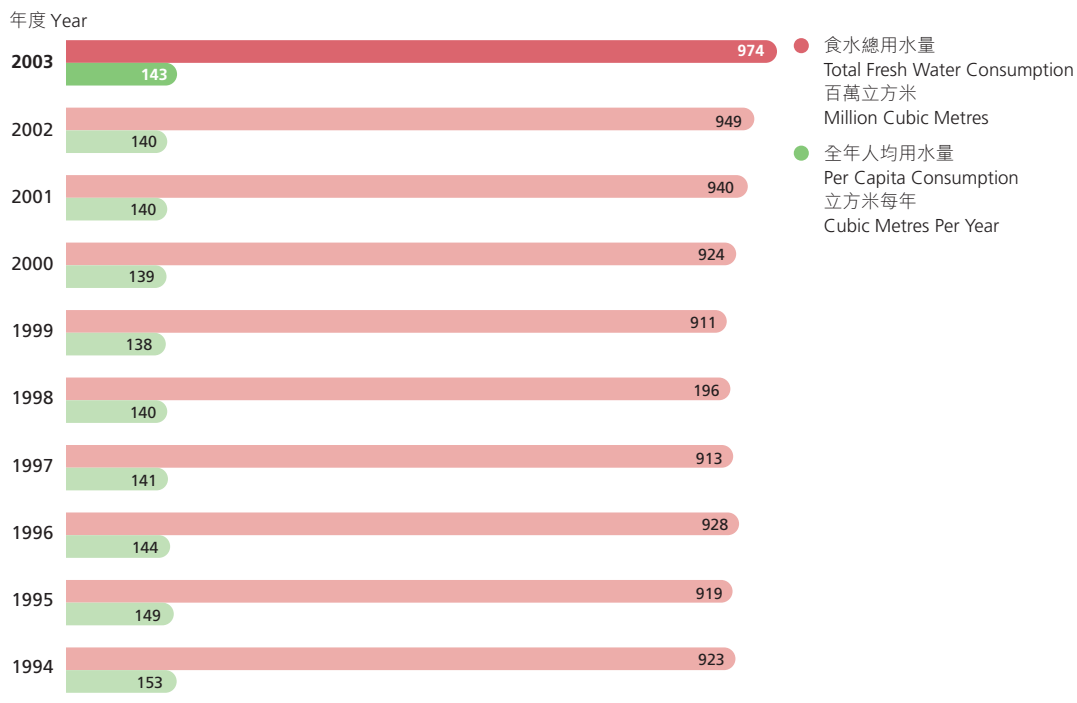




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Appendix II

全年食水用水量及人均用水量

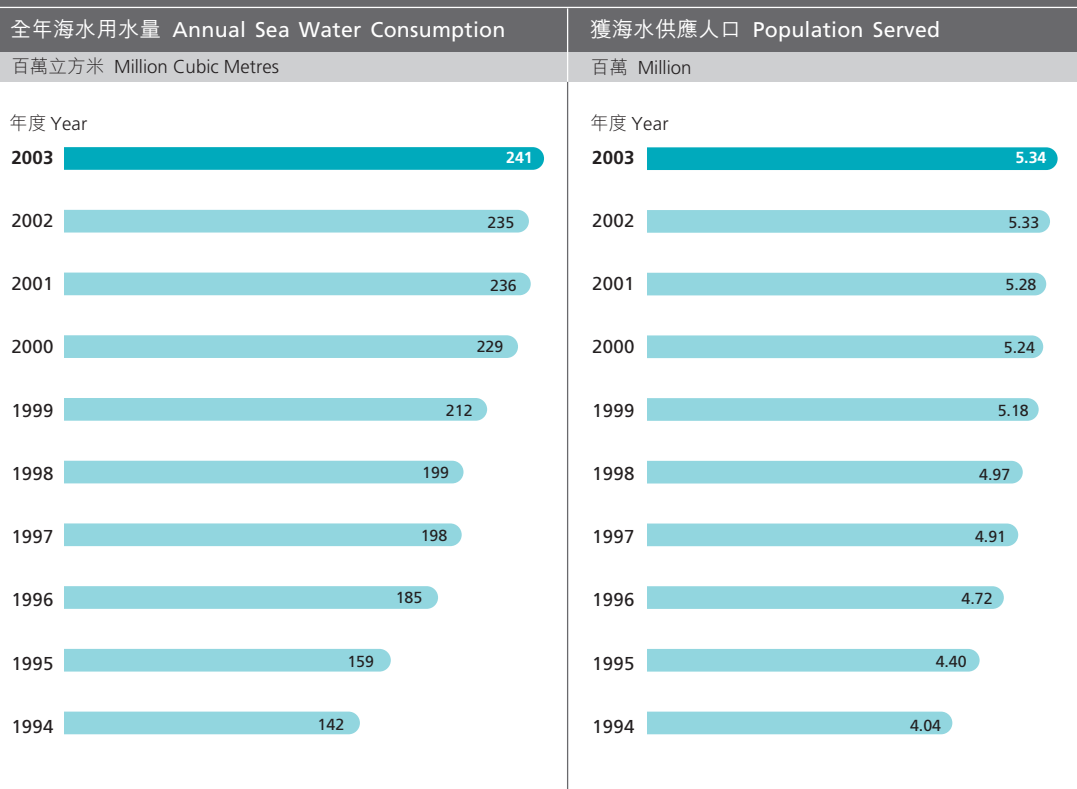
Annual Fresh Water Consumption and Per Capita Consumption

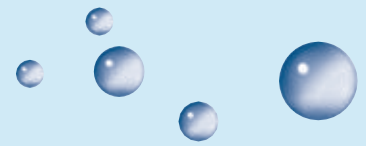


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全年海水用水量及獲海水供應人口

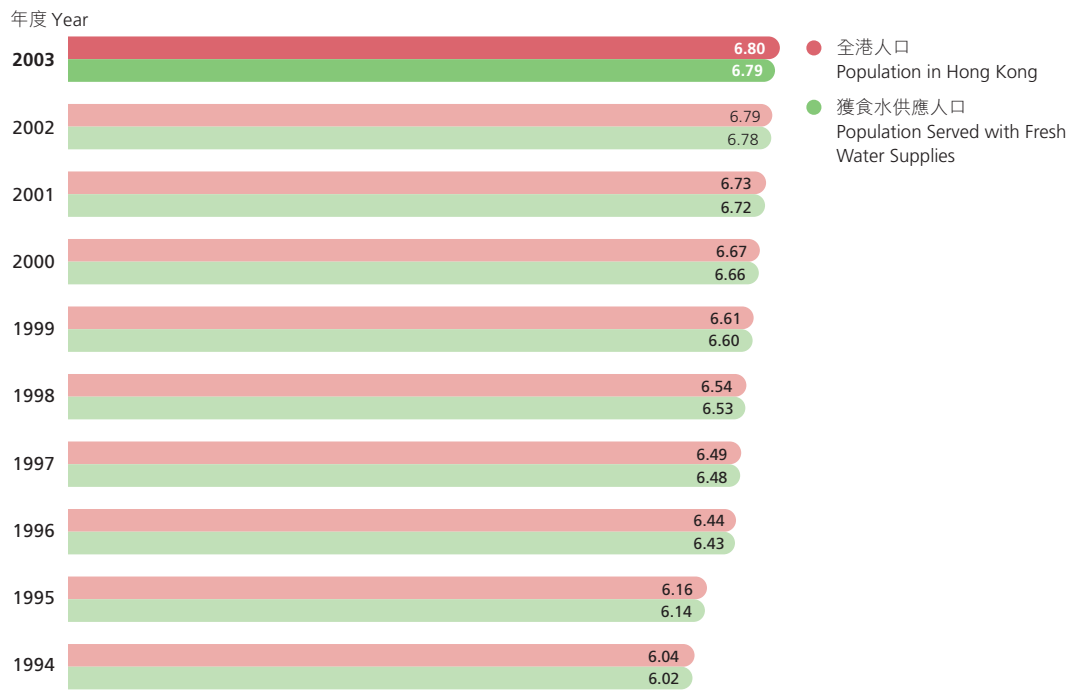
Annual Sea Water Consumption and Population Served





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Appendix IV

全港人口及獲食水供應人口
Population in Hong Kong and Population Served with Fresh Water Supplies



附錄五
Appendix V

客戶查詢及申請服務個案統計數字
Statistics on Customer Enquiry and Requests for Services

年份 Year	書面查詢／申請 Letter	電話查詢／申請 Telephone	親身查詢／申請 Counter	總數 Total
1996	188,771	343,728	443,007	975,506
1997	232,919	382,121	347,739	962,779
1998	183,252	361,082	328,212	872,546
1999	181,874	366,977	383,451	932,302
2000	166,084	369,288	418,927	954,299
2001	163,301	415,661	423,008	1,001,970
2002	161,246	448,367	390,609	1,000,222
2003	138,596	813,320	399,454	1,351,370

客戶查詢及申請服務個案
Statistics on Customer Enquiry and Requests for Services

個案數目 Number of Requests



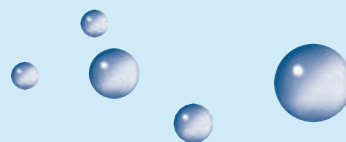
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客戶投訴個案統計數字 Statistics on Customer Complaints			
與帳戶有關的投訴 Account-Related		與帳戶無關的投訴 Non-Account-Related	
投訴個案數目 Number of Complaints		投訴個案數目 Number of Complaints	
年度 Year		年度 Year	
2003	156	2003	6,234
2002	110	2002	8,926
2001	73	2001	8,406
2000	45	2000	7,477
1999	37	1999	15,253
1998	15	1998	29,086
1997	47	1997	34,197
1996	123	1996	44,939
年份 Year	與帳戶有關的投訴 Account-Related	與帳戶無關的投訴 Non-Account-Related	總數 Total
1996	123	44,939	45,062
1997	47	34,197	34,244
1998	15	29,086	29,101
1999	37	15,253	15,290
2000	45	7,477	7,522
2001	73	8,406	8,479
2002	110	8,926	9,036
2003	156	6,234	6,390

附錄七
Appendix VII

2003/2004年度各項繳費辦法的統計數字(數目) Statistics on Mode of Payment 2003/2004 (by number)						
辦法 Mode	2003 第二季 2/Q 2003	2003 第三季 3/Q 2003	2003 第四季 4/Q 2003	2004 第一季 1/Q 2004	總數 Total	百份比 Percentage
親身繳費 In-person	677,197	494,376	460,732	759,347	2,391,652	50.31
郵寄 By post	55,966	37,218	26,011	53,955	173,150	3.64
自動轉帳 Autopay	194,134	152,139	92,342	230,632	669,247	14.08
繳費聆 PPS	264,329	206,580	151,455	283,465	905,829	19.05
銀行自動櫃員機 ATM+JETCO	110,150	88,413	55,178	125,340	379,081	7.97
網上繳費* Internet*	52,278	42,070	30,284	110,242	234,874	4.94
總數 Total	1,354,054	1,020,796	816,002	1,562,981	4,753,833	100.0

* 透過互聯網繳費辦法，包括繳費聆，以及香港匯豐銀行、恒生銀行及銀通聯線會員銀行提供的繳費易服務。
* Payment through Internet include PPS on Internet and Internet bill payment services provided by HSBC, Hang Seng Bank and JETCO-online members banks.



附錄八
Appendix VIII

水費 Water Charges		
<p>除遠洋輪船用水外，下列水費收費率均由一九九五年二月開始實施(現時的遠洋輪船用水收費率於一九九六年七月生效)。 The following water rates have been in effect since February 1995 except the rate for Ocean-going shipping purposes which was effective from July 1996.</p>		
種類 Category	用水量 Consumption (每立方米) (Per cubic metre)	港幣 HK\$ Rate for every 4 months
住宅用水 Domestic Use		
	每四個月用水量 Cubic metres every 4 months	每四個月收費率 Rate for every 4 months
第一級 First Tier	為首的 12 立方米 First 12 cubic metres	免費 FREE
第二級 Second Tier	繼後的 31 立方米 Next 31 cubic metres	\$4.16
第三級 Third Tier	再繼後的 19 立方米 Next 19 cubic metres	\$6.45
第四級 Fourth Tier	其餘 For the remainder	\$9.05
非住宅用水 Non-Domestic Use		
商業 Trade		\$4.58
建築 Construction		\$7.11
遠洋船 Ocean-going Shipping		\$10.93
非遠洋船 Non-Ocean-going Shipping		\$4.58
沖廁用淡水 Fresh Water for Flushing		
	每四個月用水量 Cubic metres every 4 months	每四個月收費率 Rate for every 4 months
第一級 First Tier	為首的 30 立方米 First 30 cubic metres	免費 FREE
第二級 Second Tier	其餘 For the remainder	\$4.58
沖廁用海水 Sea Water for Flushing		
		免費 FREE