



▲ 水務署署長高贊覺教授工程師。
Ir Prof William C G KO, Director of Water Supplies.

“過去一年，水務署為本港市民提供完善的供水服務，從未間斷。
For the entire year, Hong Kong people have been well provided for by the Water Supplies Department with an uninterrupted supply of water.”

旱中不斷

水是日常生活中的一部分，很多人視之為理所當然——直至有一天食水供不應求，人們才會意識到水的重要。

過去一年，水務署為本港市民提供完善的供水服務，從未間斷。

數十年來，因應着食水需求的增加，本署的工程人員不斷提出種種新構思，務求建立龐大的食水收集網絡及儲存設施，其中不乏精闢獨到的建議。

當問題仍然未能完全解決，我們便向廣東省尋求協助，以配合往後年間社會及經濟上的蓬勃發展。因此，本港對東江水日益倚重，最近數年，本港近七至八成的食水需求均以東江水應付。

二零零三年及二零零四年出現乾旱，降雨量減少，其間二零零四年／二零零五年度的雨水收集量不及正常年度的一半，本港出現乾旱的問題。幸而廣東省保證繼續向本港供水，我們才得以安度二零零五年。

在編寫本報告之際，我們正與廣東當局進行磋商，務求可在互惠互利的情況下訂定未來的供水安排。

防止污染

隨著廣東省方面的密封式輸水管道系統的完工，以及粵港兩地合力監察沿途的污染源頭，加上石馬河及深圳水庫的污水轉移工程，流入香港的東江水水質已有顯著改善。



可靠的供水是香港成功發展的重要元素。
A reliable water supply is essential to the successful development of Hong Kong.

Water Continues in Drought

Water is so much a part of our daily lives that most people take it for granted – until it falls short of their needs.

For the entire year, Hong Kong people have been well provided for by the Water Supplies Department with an uninterrupted supply of water.

When it was necessary to cope with greater demand in the past decades, our engineers came up with new ideas, some of them unique marvels of ingenuity, to build an extensive network of water collection and storage facilities.

And when even this was not enough, we turned to Guangdong to help us see through the later years of our exceptional social and economic development. This increased to the extent that we have for the past few years been depending on Dongjiang for some 70 to 80 per cent of our water demand.

Guangdong's assurance that we will continue to receive supplies to see us through 2005 came as a relief, in view of the drought and low rainfall in 2003 and 2004. Such was the effect of the drought that our own yield from rainfall in 2004/05 was less than 50 per cent of an average year.

At the time of writing this report, we are negotiating with the Guangdong side for our future supplies on mutually beneficial terms.

Pollution Vigilance

With the completion of the closed aqueduct system on the Guangdong side and our joint efforts at vigilantly checking on pollution sources along the way, as well as sewage diversion works at Shima River and Shenzhen Reservoir, there has been a noticeable improvement in the quality of the Dongjiang water reaching Hong Kong.

Desalination

As an alternative source of supply, we are looking into ways to increase our water resource through desalination.

We had an experience with the distilling type desalination several decades back to ease an emergency situation resulting also from low rainfall yield but it had been costly.

With the development of new technology, however, we are encouraged to consider its feasibility once again.

A pilot plant using reverse osmosis technique has, in fact, been set up in Tuen Mun for one year's trial operation before being re-located to Ap Lei Chau for further testing.

Staff Support

As in the past, our staff continue to perform with the high level of efficiency the public expect of them.



▲ 水務署高層管理人員。
Senior Management Team.

海水化淡

我們現正研究海水化淡，開闢另一供水資源。

我們於數十年前曾嘗試進行蒸餾式海水化淡，藉以應付因雨量減少而出現的水荒情況，然而，當年這方法的運作成本十分高昂。

不過，隨著新技術的發展，我們將再次探討其可行性。

目前，我們已在屯門設立一間逆滲透式試驗廠，進行為期一年的試行運作，其後我們將會把試驗廠遷至鴨脷洲以作進一步測試。

員工支持

一如以往，本署員工繼續提供高效率的服務，不負公眾的期望。

本署設立廣泛的溝通渠道，讓所有級別的員工可各抒己見，就一切問題坦誠地交流意見，提升了他們的公共服務精神。

此外，我們就沙田濾水廠以公私營合作方式進行原地重建一事的可行性展開了研究，此舉喚起員工對工作保障的關注，並引起他們的熱烈討論。

我們就此事成立了專責諮詢委員會，不斷與員工代表洽商。

基建投資

本年度，撥作基建投資用途的款項約為14.85億元，主要來自政府的基本工程儲備基金，用以改良及擴建供水基礎設施。

節省開支

本署在本年度進一步節省約1.22億元，相當於運作開支(不包括東江水成本)的4.5%左右。

我們預期透過精簡本署的整體運作，在未來節省更多開支。



This spirit of public service is promoted through our extensive channels of communication that allow for free and frank exchanges of view of all matters of concern to staff and at all levels.

One such concern that has caused a great deal of discussion has been the possible impact on job security arising from the study of the feasibility of public-private partnership (PPP) for the in-situ reprovisioning of the Sha Tin Water Treatment Works.

A Special Consultative Committee has been formed to look into this, and discussions with staff representatives will continue.

Capital Investment

Some \$1,485 million was earmarked for capital investment for the year, derived mainly from the government's Capital Works Reserve Fund to

upgrade and expand the water supply infrastructure.

Cost Savings

There have been further cost savings, amounting this year to some \$122 million – or 4.5 per cent – in operating expenditure (excluding the cost of Dongjiang water).

We expect more savings in the future to result from the overall streamlining of our activities.

Piped Water

Piped water now reaches almost all the people of Hong Kong – 99.9 per cent. Where practicable, we will try to reach all.

The average daily consumption of this water came to some 2.61 million cubic metres, slightly lower than the high of 2.67 million cubic metres used during the SARS outbreak in 2003.

Looking Ahead

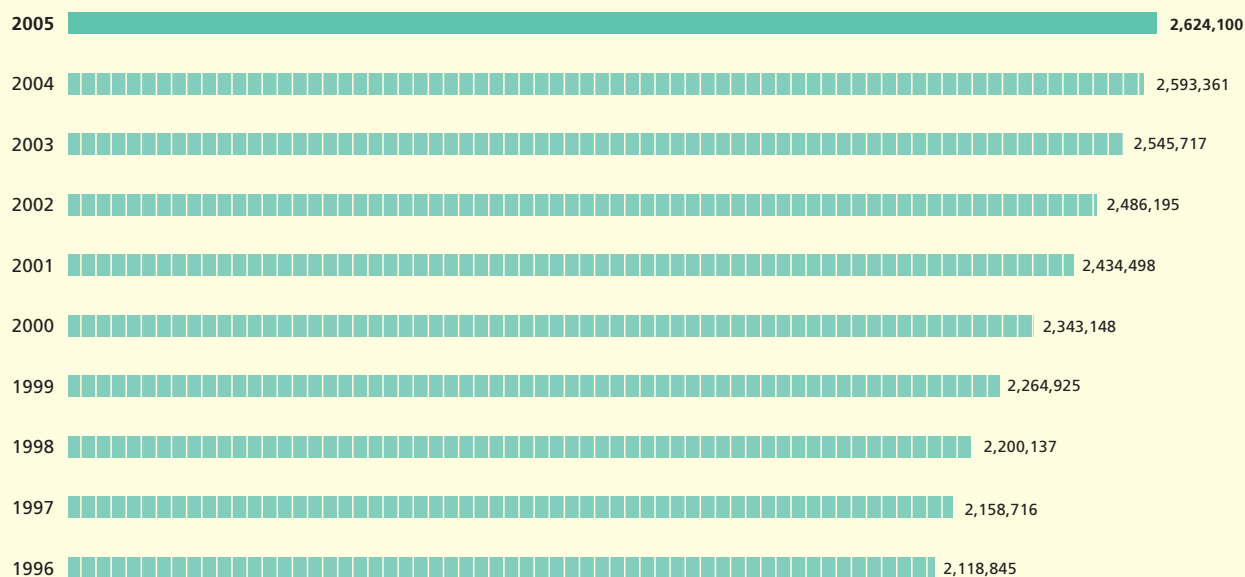
As we work on our present projects, we are preparing for a few others.

Among works due for completion in the next few years are –

- means for the provision of potable and reclaimed water to Ngong Ping;
- a supply infrastructure for developments in South East Kowloon, with a fresh water service reservoir at Diamond Hill;
- upgrading the Tai Wan Salt Water Pumping Station; and
- the laying of 10.5 kilometres of mains in Wong Tai Sin and Kowloon City.

客戶數目 (至2005年3月31日)
NUMBER OF ACCOUNTS (AS AT 31 MARCH 2005)

年份 Year





在香港能源效益及節能獎比賽的頒獎典禮中，高署長從政務司司長曾蔭權先生手中領取獎座。

The Director is shown receiving the award for the Hong Kong Awards for Energy Efficiency and Conservation Competition from the Hon Donald Tsang, Chief Secretary for Administration.

自來水

雖然本港99.9%的市民已獲得自來水供應，但在可行情況下，我們將會盡力讓所有本港市民都獲得自來水供應。

自來水的日平均耗水量約為261萬立方米，略低於二零零三年非典型肺炎爆發時的267萬立方米高峯水平。

展望未來

在進行現有項目的同時，本署已著手籌備其他多個項目。

未來幾年將完成的工程包括：

- 提供食水及重用水至昂坪的設施；
- 為東南九龍發展項目的供水基建，其中包括一個在鑽石山的食水配水庫；
- 大環海水抽水站更新工程；及
- 在黃大仙及九龍城鋪設長達10.5公里的水管工程。

短期內擬進行的項目包括：

- 未來兩年內將在坪輦興建成食水配水庫；
- 將小蠔灣濾水廠的產量增加一倍至每日30萬立方米的計劃；
- 於二零一零年前興建西九龍至香港島的西區海底水管及相關的陸上水管工程；
- 重建大欖涌的引水道，並進行毗鄰的優先處理斜坡加固工程；及
- 在全港各地更換及修復更多輸水管道。

從二零零四年年底至二零零五年年初，我們成功推出新「客戶服務及發單系統」，令本署朝著提供網上一站式快捷服務的目標，邁出了一大步。系統初推出時，本署員工及客戶曾遇到一些困難，儘管如此，我們仍致力改善有關措施，不斷提升系統整體效率及服務質素。

服務決心

又一個忙碌的年頭過去了，我們一如既往，秉持為市民提供優質服務的決心，積極迎接新一年的來臨。我們定當竭誠盡力，確保食水水質優良，供應源源不絕，滿足市民的生活所需。

我們能取得今天的成就，全賴水務署及有關私營企業各位精英共同努力，無私地獻出寶貴的時間，發揮專長。為此，本人謹致以深厚謝意。

此外，本人感謝全體員工在工作中對管理層的支持。公眾對我們所付出努力的認同，本人亦謹衷心致謝。



高贊覺

水務署署長

二零零五年六月三十日



Projects for the near future include:

- a fresh water service reservoir at Ping Che within the next two years;
- plans to double the treatment capacity of Siu Ho Wan Water Treatment Works to 300 000 cubic metres per day;
- construction of a western cross harbour main and associated land mains from West Kowloon to Hong Kong Island by 2010;
- reconstruction of catchwater channels and upgrading of adjoining priority slopes in Tai Lam Chung; and
- more pipe replacement and rehabilitation all around the territories.

From end 2004 to early 2005, we have made a big step towards the goal of providing quick on-line, one-stop-shop service to our customers by a successful roll-out of our new Customer Care and Billing System. Despite some difficulties encountered by our staff and customers during the early stage of roll-out, we are committed to implement measures to enhance the efficiency of the system and its service quality as an ongoing exercise.

Our Resolve to Serve

And as we complete another busy year of activity, we look to a new one with the resolve, as always, to serve the people well and ensure a continuing supply of water of the highest quality for their needs.

Our achievements are the result of combined efforts of the many highly competent people, within the service of the WSD, as well as from the private sector who selflessly offer their time and special expertise, and for this, I am deeply grateful.

I am also grateful for the support we at management receive from all staff in carrying out their functions, and, indeed, for the appreciation of the public for these efforts.

William C G KO
Director of Water Supplies
June 30, 2005

總平均日耗水量 TOTAL AVERAGE DAILY WATER CONSUMPTION

(百萬公升／日) (million litres / day)

