

署長的話

DIRECTOR'S STATEMENT

由於世界各地可供使用的水源短缺，水的價值與日俱增，甚至比油價更高。世界部分大型投資者認定，在未來數十年，水將會是升值最高的商品項目之一。

在這樣的背景底下，本署致力保證香港市民可享用唾手可得且可靠及充裕的供水，滿足住宅、商業和工業用戶的要求。

從這份年報可見，我們去年不斷面對挑戰，亦不斷解決困難。不論是處理供應系統、濾水設備、水錶或帳單項目各方面，我們都致力以可接受的合理價格，提供可靠有效的服務。結果，香港七百萬市民得以享用十一年來從未加價的優質食水服務。

Water is essential for life and is also a scarce commodity of increasing value. The lack of usable water worldwide has made it more valuable than oil. Some of the world's largest investors have identified water as one of the commodities they expect to appreciate most over the coming decades.

It is against this background that the Water Supplies Department operates and works to ensure that Hong Kong has an immediately accessible, reliable and adequate supply of water to meet its residential, commercial and industrial demand.

This annual report shows that the past year has been one of facing challenges and creating solutions. Whether we are dealing with supply systems, treatment facilities, water meters or bill payments, our focus has been on maintaining efficiency and reliability to enable delivering our service at a fair and acceptable cost. As a result, Hong Kong's seven million residents have ready access to quality water at a price that has not increased in 11 years.

新供水協議

香港約七至八成的原水由廣東省跨境輸入。經過多月磋商，廣東省當局與香港於二零零六年四月成功落實新供水協議，保證供水滿足香港最少至二零零八年的食水需求。新協議內容的一大轉變是香港毋須再不論實際需要而從廣東購買固定水量。相反地，新協議讓香港可按月釐訂所需水量。倘若本地水庫存量充足，我們將會減少輸入食水。如水庫存量不夠，則會輸入大量食水以作補充。

此協議令香港和廣東能更有效分配水源，惠及整個珠江三角洲的人口。多出本港需求的食水，可轉供廣東省內其他的市鎮村落。


在新協議下，我們減少了購水的費用，預算在未來三年可節省1.05億元。

New Supply Agreement

Some 70 to 80 per cent of Hong Kong's raw water supply is piped across the border from Guangdong province. Many months of negotiations between Guangdong and Hong Kong authorities on a new water supply agreement were successfully concluded in April 2006. The resultant agreement covers Hong Kong's expected water supply requirements through to at least 2008. It also contains a key change from previous agreements: Hong Kong is no longer required to take a fixed quantity of water from Guangdong irrespective of our own water supply situation. Instead, the new agreement allows Hong Kong to specify, on a monthly basis, the amount of water it needs. If our reservoir storage is adequate, less water will be taken from Guangdong. If reservoir levels are low, larger quantities of water will be piped in to replenish our stock.

This agreement enables both Hong Kong and Guangdong to more efficiently use water resources to the benefit of the entire population of the Pearl River Delta. Water that is not required to meet Hong Kong's demands can be diverted to serve other cities, towns and villages in Guangdong.

The cost of our Guangdong-sourced water supply has also been reduced under the new agreement. This will result in a saving of HK\$105 million over the next three years.



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陳志超工程師
水務署署長

Ir C C CHAN
Director of Water Supplies



這個影響香港未來供水狀況的協議，讓我們有機會認清長遠的食水需求的情況。香港現與人口不斷增長的南中國競爭有限的水源，我們有責任切實開拓資源，供應未來所需。

因此，我們已展開研究，探討以綜合管理的方法，訂下善用不同水源的長遠策略。「全面水資源管理計劃」包括開拓水源、再造使用、節約用水和保護水源幾個重要元素。未來的水源選擇包括有：大型海水化淡和循環再造水。我們的目標是為減少依賴廣東水源作準備，建立可靠、甚至革新的本地水資源。

客戶服務及部門效率

過去一年，本署繼續為香港不斷供水。本港全年的總耗水量為9.68億立方米。此外，八成人口使用了2.63億立方米海水沖廁。

我們對現有的水源、運送及分配途徑以至在探索中的其他水源，都集中對水質方面的關注。在這方面，「水質事務諮詢委員會」在香港與廣東均擔任重要角色；委員會去年再訪廣東並與有關當局商討。

本署不斷改善客戶服務質素並提升運作效率。方便的食水是我們維持健康生活的必需品。為了令客戶對產品及其價值更了解，我們致力優化「客戶服務和發單系統」。系統於二零零四年底推出，並於二零零五年全面投入運作。公眾初期對新發單系統的查詢驟增，曾一度令本署員工不勝負荷。不過，經臨時抽調人手支援後，我們已成功地續漸改善此項服務。我們計劃進一步改善系統，提升使用者對系統的信心。

The agreement covering the water supply to Hong Kong in the years to come gives us a clear opportunity to plan for long term demand scenarios. Hong Kong is competing with the growing population of southern China for the limited water resources. It is our responsibility to identify realistic alternative sources that we can utilize in the future.

As a result, we have commissioned a study to identify the long-term strategy we need to better utilize different water resources and to manage them in an integrated manner. Our Total Water Management programme covers the key elements of new water resources, water reclamation, conservation and protection. Future resource options include large-scale desalination and recycled water schemes. Our goal is to be prepared for less reliance on the Guangdong source and to create reliable, and sometimes innovative, sources within Hong Kong.

Customer Services and Departmental Efficiencies

We continued to provide Hong Kong with an uninterrupted water supply throughout 2005 during which the city consumed 968 million cubic metres (mcm) of water. Another 263 mcm of sea water was used by 80 per cent of the population to flush toilets.

We focus on the quality of our water at source, along delivery and distribution routes and in our quest for alternative sources of water. The Advisory Committee on the Quality of Water Supplies (ACQWS) has played a key role in this area both within Hong Kong and in visits to and discussions with the relevant Guangdong authorities during the year.

The Department has continued to improve standards of customer services and enhance operational efficiency. Easily accessible fresh water is a utility vital to a healthy lifestyle and our well being. It is important that customers understand both the product and its cost. With that in mind, we have refined our customer care and billing system. Rolled out in end 2004, the system went into full production in 2005. Initial inquiries from the public over the new billing system threatened at one stage to overwhelm our staff. However, by temporarily adjusting the level of manpower required to support the system, we achieved a steady improvement in our services. We plan to further refine the system and instil greater user confidence in its applications.

過去六年，本署縮減人手逾兩成。部門開支也相對減少，但本署所提供的優質服務則不受影響，整體效率亦見提升。效率提升主要是有賴改良的技術。「化驗室資訊管理系統」是我們以新技術改善供水服務管理質素的其中一個例子。而全新的「維修工程管理系統」協助我們以數碼方式監察所有正在進行的資產保養工程；並建立可評審成效和表現的有用資料庫。

本署繼續研究「公私營機構伙伴合作模式」，並正籌劃探討於沙田濾水廠原地重建計劃中採納此模式。本署已成立一個包括員工代表組成的專責諮詢委員會加強彼此溝通，確保員工所關注的事情獲得充分的照顧。

Over the past six years, the Department has experienced staff reduction of over 20 per cent. Departmental budgets have similarly been reduced while greater efficiencies in the range and quality of services we deliver to the public have been introduced as a result of our active pursuit. A large percentage of our enhanced efficiencies is the result of technological improvements. Our Laboratory Information Management System is just one example of the wave of new technology we have applied to improve quality management of water supplies. A new Maintenance Works Management System enables us to digitally approve and monitor maintenance work that is undertaken at all assets, building a valuable archive that can be accessed for benchmarking and performance monitoring.

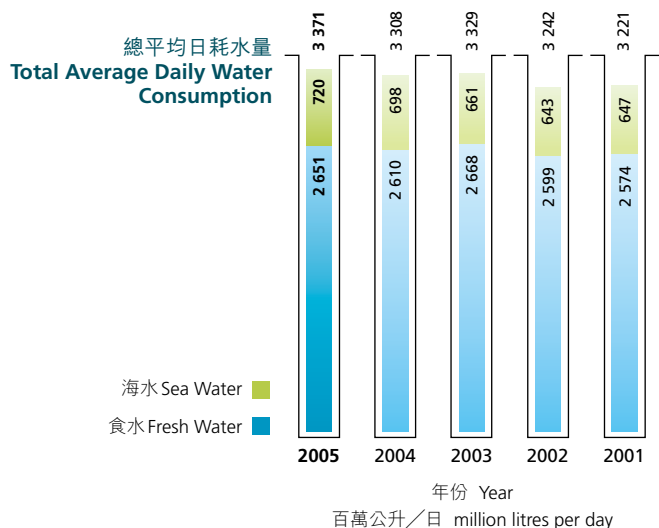
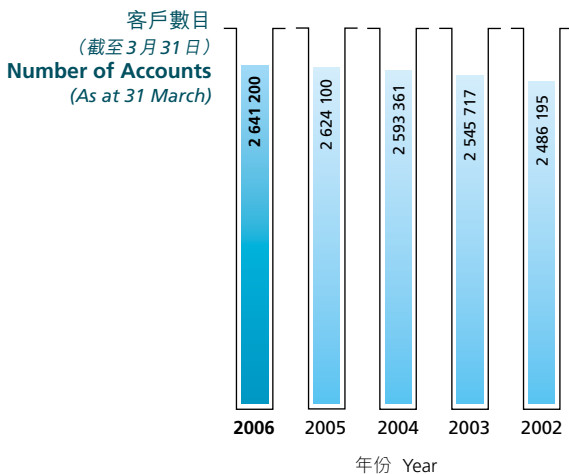
We are continuing to study the adoption of the public-private partnership (PPP) approach. The scheme we are considering involves the in-situ reprovisioning of the Sha Tin Water Treatment Works. A special consultative committee which includes staff representatives has been formed to enhance communication with staff to ensure their concerns are adequately addressed.

保障未來

作為一個高瞻遠矚的部門，我們不斷改良和革新服務，以應付未來的供水需要。透過開闢水源和提倡節約用水，相信我們未來的供水策略方向是正確的。我們正參考世界各地特別在海水化淡和再造水的使用方面所採納的良策。

Securing the Future

As a department we are forward looking, constantly seeking improvements in the services we provide and innovations in the ways we will need to handle future demands for water. I am confident that our approach to future water supplies through identifying alternative sources and enhancing conservation efforts is on the right track. We are looking into best practices adopted by countries and cities around the world particularly for desalination and water reclamation.





同時，我們亦決定採納世界衛生組織於二零零四年訂定的飲用水標準指引。本署已制定「水安全計劃」，確保嚴格遵照指引及徹底監察水質。憑藉本署與內地主要機關——廣東省環保局及廣東省水利廳的良好關係，有助我們跨境監察水質。

此外，我們已開始更換使用超過十二年的逾百萬個水錶。新水錶能更準確記錄住宅耗水量，使我們所收到的水費更能與真實的耗水量相符。來年，我們將繼續改善資訊系統，加強提升效率。

我們的成功，全賴署內卓越的員工和其他公營及私營企業合作伙伴的共同努力。來自不同背景的精英，隨時候命為大眾獻出知識、發揮專長和分享經驗；確保香港市民可繼續享用優質可靠的供水。本人謹此向各員工和伙伴致謝。在此亦謹向前署長——高贊覺博士工程師致敬，以表揚他專心致志、努力貢獻，領導本署跨越經濟備受考驗的時刻。

來年，我們無疑會面對更多挑戰，但本人對水務署忠心耿耿的員工充滿信心，深信大家必可再次以革新及有效的方案應付挑戰。

We are also seeking to adopt the new Guidelines for Drinking Water Quality set by the World Health Organization in 2004. A water safety plan that closely follows these guidelines and monitors the quality of water from source through treatment to tap has been formulated. Our close relationships with key mainland authorities – the Environmental Protection Bureau of Guangdong Province and the Guangdong Provincial Department of Water Resources – help validate cross-border cooperation and monitoring.

In addition, we have undertaken a programme to replace over one million water meters that are over 12 years old. The new meters will provide us with more accurate readings of water consumption within households, enabling us to reconcile supply with due revenue. We are also continuing to upgrade our information systems with particular emphasis on enhancing efficiencies over the coming year.

Our achievements are the result of the combined efforts of our highly competent staff in the Water Supplies Department and the many partners we work with from both the public and private sectors. People from a range of backgrounds readily impart knowledge, offer expertise and share experiences to ensure that Hong Kong continues to enjoy reliable and high quality water supplies. I would like to express my appreciation to our staff and partners alike. Tribute is also paid to my immediate predecessor, Ir Dr William C G KO, for his dedication and contribution in leading the Department through the most trying economic times.

The coming year will undoubtedly present more challenges, but I am confident that the Water Supplies Department with its team of committed staff will once again turn to both innovation and proven approaches for the necessary solutions.



陳志超
水務署署長
二零零六年六月三十日

CHAN Chi Chiu
Director of Water Supplies
30 June 2006