

主要工作表現指標

KEY PERFORMANCE INDICATORS

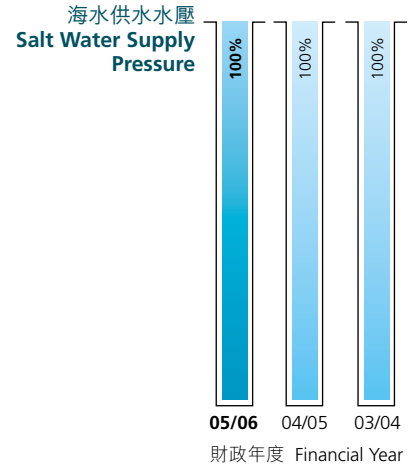
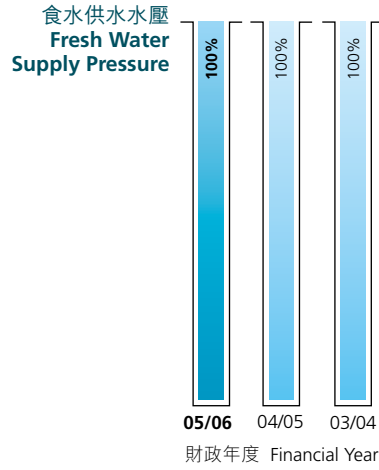
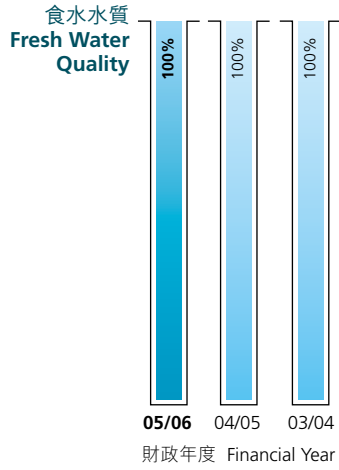
財政年度 Financial Year
(百分比 Percentage)

指標 Indicators	03/04	04/05	05/06
食水水質〔100%符合「世界衛生組織」1993年所定食水水質標準〕 Fresh Water Quality [100% complies with WHO Guidelines for Drinking Water Quality (1993)]	100	100	100
海水水質〔95%符合水務署所定的水質指標〔04/05之前為93%〕〕 Salt Water Quality [95% complies with WSD Water Quality Objectives (93% before 04/05)]	符合指標 complied with	符合指標 complied with	符合指標 complied with
食水供水水壓(15至30米) Fresh Water Supply Pressure (15 – 30 metres)	100	100	100
海水供水水壓(15米) Salt Water Supply Pressure (15 metres)	100	100	100

財政年度 Financial Year
(百分比 Percentage)

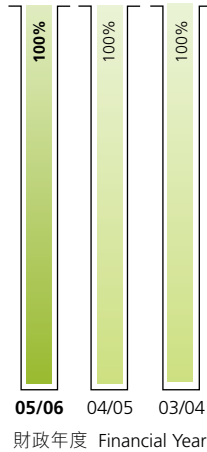
指標 Indicators	03/04	04/05	05/06
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints			
• 食水供應故障(在半天內) Fresh Water Supply Fault (within half a day)	100	100	100
• 其他(在二十四小時內) Others (within 24 hours)	100	100	100
經預先安排的暫停供水時段(95%於八小時內) Duration of Planned Suspension of Water Supply (95% within 8 hours)	符合指標 complied with	符合指標 complied with	符合指標 complied with
水錶準確程度(偏差程度不超過±3%) Accuracy of Water Meters (inaccuracy not exceeding ± 3%)	92.3	94.3	92.8
初步回覆市民的來信(十個曆日) Interim Reply to Correspondence from the Public (10 Calendar Days)	100	91.7	94.9

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

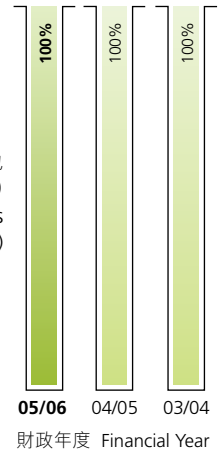


到場處理故障投訴的時間
Response Time for Attendance to Fault Complaints

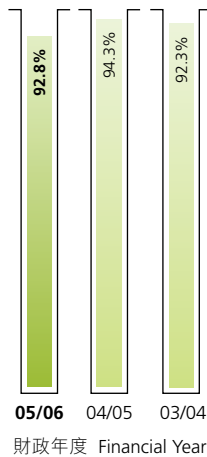
食水供應故障 (在半天內)
Fresh Water Supply Fault (within half a day)



其他 (在二十四小時內)
Others (within 24 hours)



水錶準確程度
Accuracy of Water Meters



初步回覆市民的來信
Interim Reply to Correspondence from the Public

