

# 附錄及附件

## APPENDICES AND ANNEXES

### 附錄 APPENDICES

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Annual Fresh Water Consumption and Per Capita Consumption
- II 全港人口及獲食水供應人口  
Population in Hong Kong and Population Served with Fresh Water Supplies
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### 附件 ANNEXES

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Operating Accounts\*

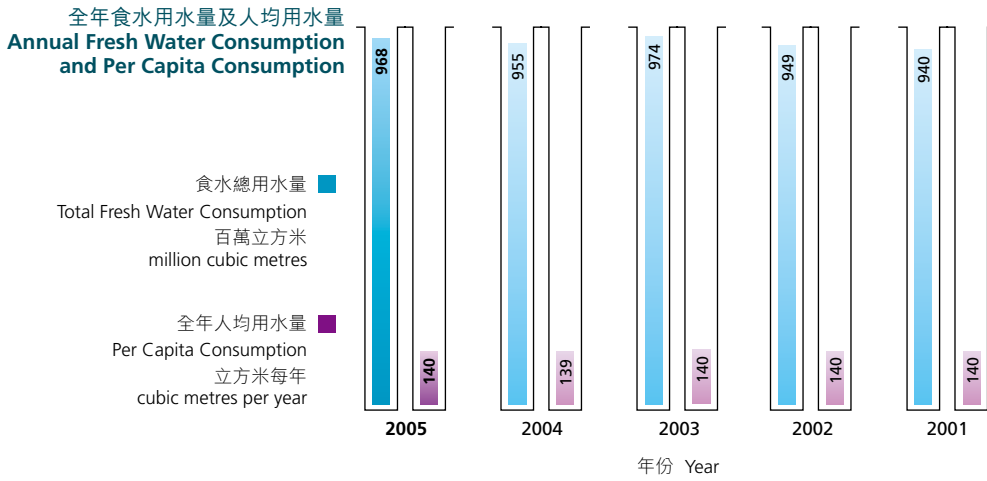
\* 二零零五／零六年度之數據乃臨時性，並未經「水務帳目委員會」審批。是年度「水務監督經營帳目」的最終版本經「水務帳目委員會」審批後會被上載至本署網站。

\* The figures for 2005/06 are provisional only and are subject to endorsement by the Waterworks Accounts Committee. The finalized Water Authority Operating Accounts for the year ended 31.3.2006 will be posted on WSD's website upon endorsement by the Waterworks Accounts Committee.

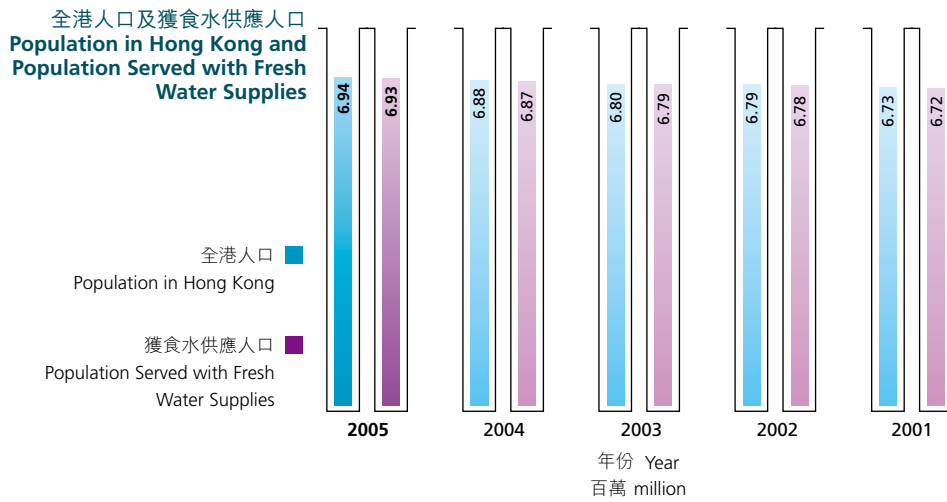




## 附錄一 Appendix I

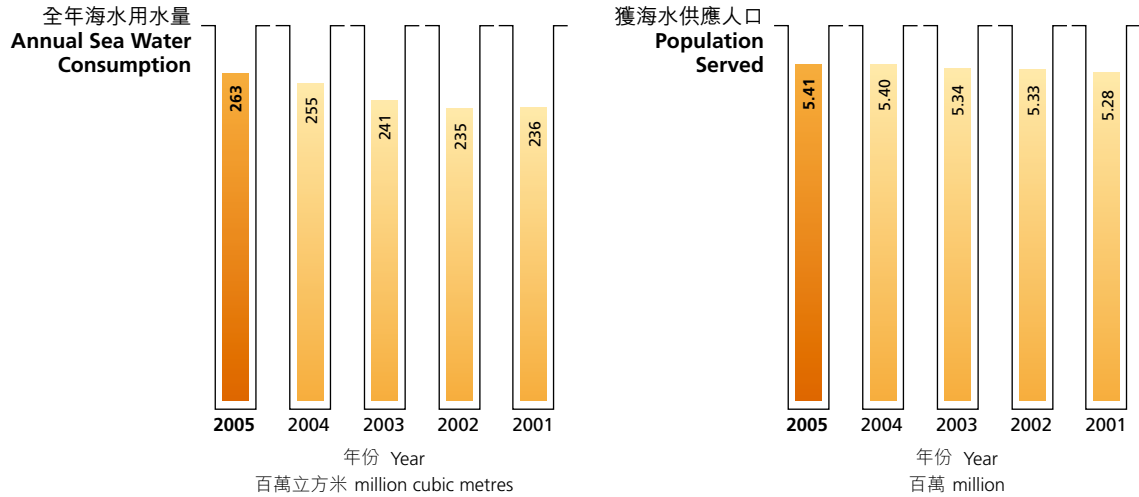


## 附錄二 Appendix II



### 附錄三 Appendix III

全年海水用水量及獲海水供應人口  
Annual Sea Water Consumption  
and Population Served

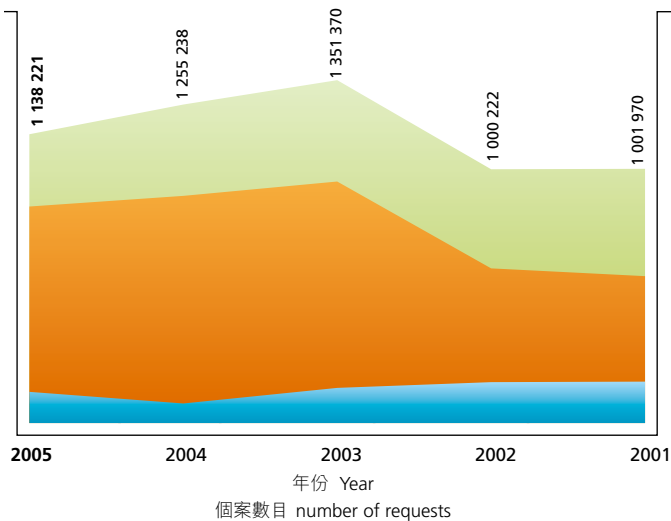


### 附錄四 Appendix IV

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
2005	122 971	730 369	284 881	1 138 221
2004	77 175	818 157	359 906	1 255 238
2003	138 596	813 320	399 454	1 351 370
2002	161 246	448 367	390 609	1 000 222
2001	163 301	415 661	423 008	1 001 970

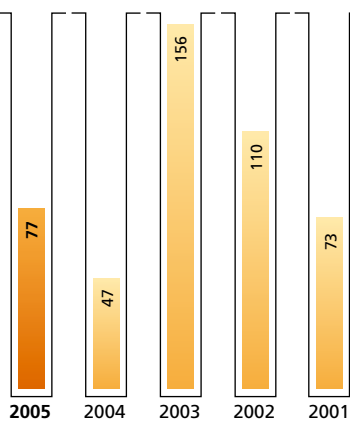
客戶查詢及申請服務個案  
Statistics on Customer Enquiry  
and Requests for Services



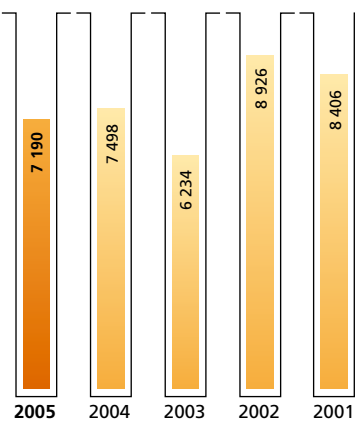
## 附錄五 Appendix V

### 客戶書面投訴個案統計數字 Statistics on Written Customer Complaints

與帳戶有關的投訴\*  
Account-Related\*



與帳戶無關的投訴  
Non-Account-Related



年份 Year  
投訴個案數目 Number of Complaints

年份 Year  
投訴個案數目 Number of Complaints

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
2005	77	7 190	7 267
2004	47	7 498	7 545
2003	156	6 234	6 390
2002	110	8 926	9 036
2001	73	8 406	8 479

\* 由區議會、立法會及申訴專員轉介與帳戶有關的投訴。

\* Account-Related Complaints from District Councils, LegCo and Ombudsman.

## 附錄六 Appendix VI

### 2005/06 年度各項繳費辦法的 統計數字 (數目) Statistics on Mode of Payment 2005/06 (by number)

辦法 Mode (No. of Transactions)	2005 第二季 Q2 2005	2005 第三季 Q3 2005	2005 第四季 Q4 2005	2006 第一季 Q1 2006	總數 Total	百分比 %
親身繳費 In-Person	775 647	865 485	826 472	760 064	3 227 668	49.0
郵寄 By-Post	51 018	51 545	48 374	44 342	195 279	3.0
自動轉帳 Autopay	218 176	222 644	227 897	199 459	868 176	13.2
繳費聆 Payment by Phone	243 754	273 094	261 378	232 547	1 010 773	15.3
銀行自動櫃員機 ATM	128 047	145 504	141 039	129 864	544 454	8.2
網上繳費 Internet	171 776	190 766	192 547	189 730	744 819	11.3
總數 Total	1 588 418	1 749 038	1 697 707	1 556 006	6 591 169	100.0

## 附錄七 Appendix VII

### 水費 Water Charges

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.

種類 Category	用水量 Consumption	港幣 HK\$ (每立方米) (Per cubic metre)
<b>住宅用水</b> 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
<b>非住宅用水</b> 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
<b>沖廁用淡水</b> 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
<b>沖廁用海水</b> Sea Water for Flushing		免費 FREE