

主要工作表現指標

Key Performance Indicators

財政年度 Financial Year
(百分比 Percentage)

| 指標 Indicators | 06/07 | 07/08 | 08/09 |
|---|--------------------------|--------------------------|--------------------------|
| 食水水質 [100%符合「世界衛生組織」2006年所定食水水質標準 ¹] Fresh Water Quality [100% complies with WHO Guidelines for Drinking Water Quality (2006) ¹] | 100 | 100 | 100 |
| 鹹水水質 [96%符合水務署所定的水質指標 (05/06及06/07為95%)] Salt Water Quality [96% complies with WSD Water Quality Objectives (95% in 05/06 and 06/07)] | 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 |
| 鹹水供水水壓 (15米) Salt Water Supply Pressure (15 metres) | 100 | 100 | 100 |

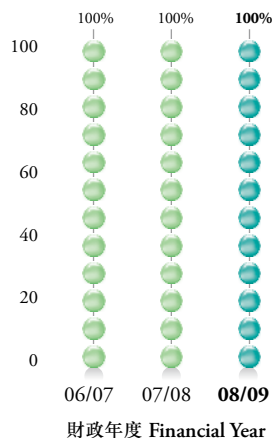
財政年度 Financial Year
(百分比 Percentage)

| 指標 Indicators | 06/07 | 07/08 | 08/09 |
|--|--------------------------|--------------------------|--------------------------|
| 到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints | 100 | 100 | 100 |
| • 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) | 100 | 100 | 100 |
| 經預先安排的暫停供水時段長度 (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%) | 92.8 | 93.3 | 93.7 |
| 初步回覆市民的來信 (十個曆日) Interim Reply to Correspondence from the Public (10 Calendar Days) | 98.2 | 97.0 | 97.0 |

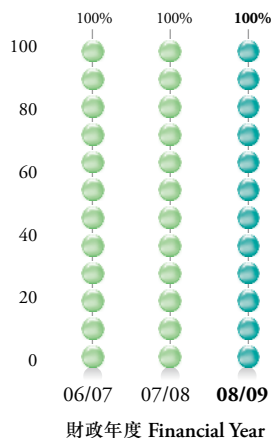
¹ 二零零六/零七年度指標乃採納「世界衛生組織」1993年所定標準，而二零零七/零八年度指標乃採納「世界衛生組織」2004年所定標準。

¹ The 1993 version of WHO Guidelines was adopted as target in 2006/07 while the 2004 version of WHO Guidelines was adopted as target in 2007/08.

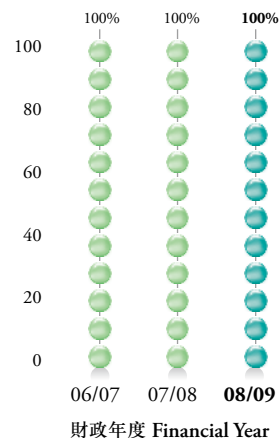
食水水質 FRESH WATER QUALITY



食水供水水壓 FRESH WATER SUPPLY PRESSURE

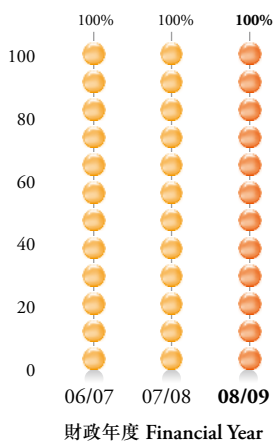


鹹水供水水壓 SALT WATER SUPPLY PRESSURE

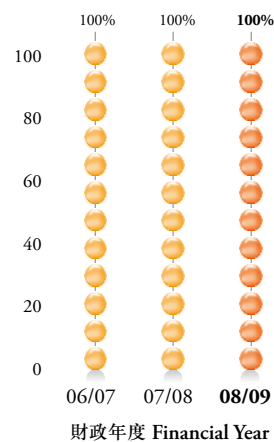


到場處理故障投訴的時間 RESPONSE TIME FOR ATTENDANCE TO FAULT COMPLAINTS

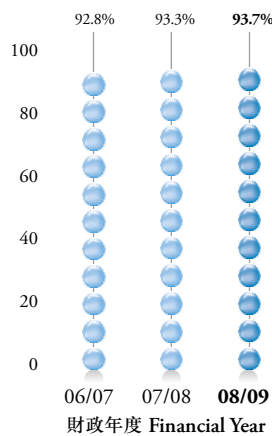
食水供應故障 (在半日內)
Fresh Water Supply Fault
(within half a day)



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

