

# 維持低廉水費 Keeping Water Charges Low

與世界上任何一個主要城市比較，我們的水費是屬最低廉的。我們對能把收費維持在可負擔的水平引以為傲，並會繼續致力控制生產與供水成本及開支。

Our water charges are amongst the lowest of any major city around the world. We are proud to maintain charges at affordable rates and will continue to work to control production and distribution costs and expenditure.



## 實例 Living Example

水是珍貴的資源，客戶明白節約用水是極其重要的，同時我們作為政府部門必須繼續維持和盡量提高服務水平，包括住宅和工商業用戶供水方面維持成本效益。

Water is a precious resource and while it is vital that our customers understand the importance of conserving water we, as a department, must continue to maintain and where possible improve standards including delivering water supplies to homes and offices cost effectively.



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## 維持低廉水費

### Keeping Water Charges Low.....

比

起世界其他主要城市，香港市民為優質食水所繳付的費用是相對低廉的。水費凍結了十四年，去年我們繼續將水費保持於生產、儲存和運送成本以下的水平。

#### 收費幅度

住宅用戶的水費分為四級。每四個月12立方米食水是維持健康和衛生所需的最低使用量，住宅用戶可獲此免費供水量。為防止浪費食水，使用超出免費供水限額的客戶，需以遞增幅度繳費。第二級的用水量為31立方米，須在扣除差餉補貼後按成本收費。第三級的用水量為19立方米，則完全按生產成本收費。第四級為懲罰性收費，收費率約比第三級高40%。

非住宅用戶（例如工商業和建築工程業），須在扣除差餉補貼後（按情況而定）按生產成本收費。沖廁鹹水是免費供應的。

P

ople in Hong Kong pay less for high quality fresh water than their counterparts in most major cities around the world. The tariff freeze on fresh water charges that has been in effect for 14 years continued over the past 12 months, and water rates remain below water production, storage and transmission costs.

#### Scale of Charges

Water for domestic use is charged on a four-tier system. A supply of 12 cubic metres of water over a four-month period, seen as the minimum necessary for adequate health and hygiene, is free to domestic customers. Charges for consumption beyond this free supply volume are based on a rising scale that aims to discourage lavish use. A second tier of 31 cubic metres is supplied at cost, taking into account the Government's contribution through rates. The third tier of 19 cubic metres is provided at a non-subsidised production cost while the fourth tier is charged at a punitive rate 40 per cent higher than that of the third tier.

Charges for non-domestic use such as trade and construction are set at the total production cost after taking into account the contribution from rates, as appropriate. Salt water for flushing is supplied free of charge.





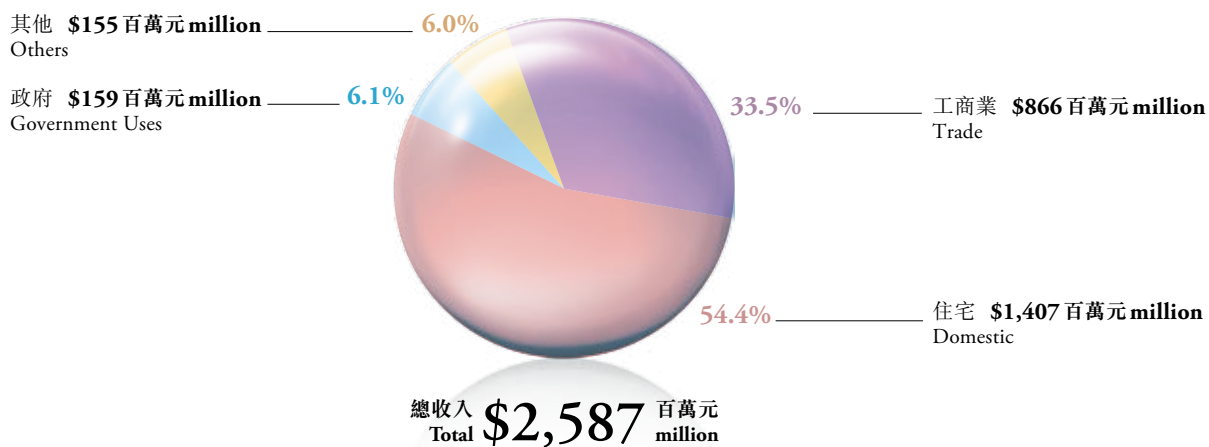
東江水為本港應付約七至八成的用水需求。圖示位於新界上水的東江水輸送管道。  
*Dongjiang satisfies about 70-80 per cent of our water needs. The photograph shows the water pipes for delivering Dongjiang water in Sheung Shui, New Territories.*

### 水費收入 (按用戶類別劃分) WATER CHARGE (BY SECTORS)

百萬元 \$million

財政年度 Financial Year	2004/05	2005/06	2006/07	2007/08	2008/09
工商業 Trade	929	919	896	890	866
住宅 Domestic	1,418	1,386	1,382	1,378	1,407
政府 Government Uses	144	146	143	148	159
其他 Others	177	175	163	152	155
<b>總收入 Total</b>	<b>2,668</b>	<b>2,626</b>	<b>2,584</b>	<b>2,568</b>	<b>2,587</b>

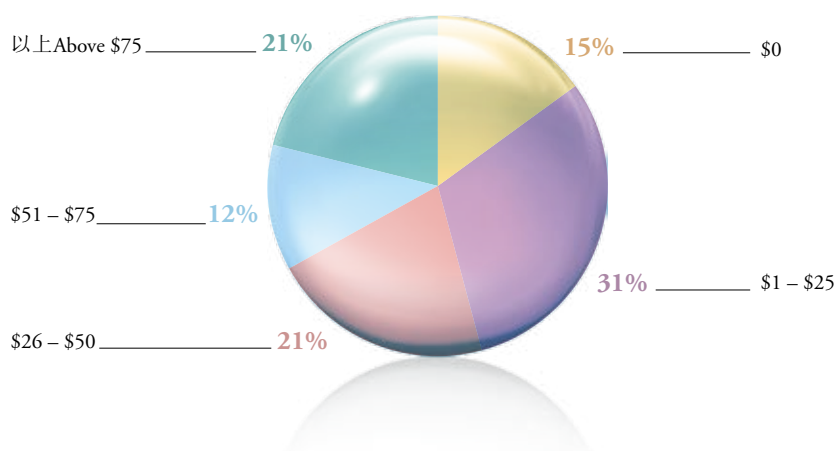
### 二零零八/零九年度水費收入 (按用戶類別劃分) WATER CHARGE (BY SECTORS) 2008/09



現時，約46%的本港住宅用戶每月支付25元或以下水費。只有21%的住宅用戶每月支付多於75元水費。而本港家庭為優質食水所支付的費用，約佔每月平均家居總開支的0.3%。

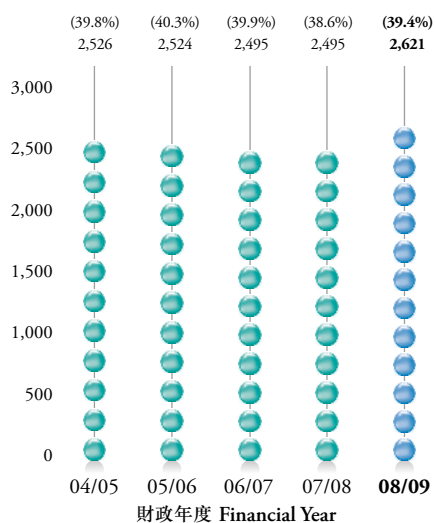
At present, some 46 per cent of Hong Kong households pay water charges of \$25 or less a month. Only 21 per cent pay more than \$75. The average Hong Kong household bill for high quality water comes to about 0.3 per cent of the average total monthly spending.

二零零八／零九年度住宅用戶每月水費分佈圖  
DISTRIBUTION OF HOUSEHOLD AVERAGE MONTHLY BILL 2008/09



全年購水開支在整體運作開支中所佔比例  
ANNUAL EXPENDITURE ON PURCHASE OF GUANGDONG WATER AND PROPORTION OF ANNUAL TOTAL OPERATING EXPENDITURE

百萬元 \$million



水是生活上不可缺少的珍貴資源，應得以保護。  
*Water is an indispensable and precious resource in our daily life, which should be preserved.*





五間分別位於灣仔、旺角、沙田、大埔及屯門的客戶諮詢中心，為市民提供各項優質服務。

*Five Customer Enquiry Centres located in Wan Chai, Mong Kok, Sha Tin, Tai Po and Tuen Mun respectively are providing various quality services to the public.*

每年，由財經事務及庫務局常任秘書長（庫務）擔任主席的水務帳目委員會，均考慮多項因素來檢討水費。這些因素包括：補貼水平、預算收支及預計用量。

任何水費修訂的建議，必須呈交行政會議，並經由立法程序處理。

水費是按照水錶記錄來徵收的。年內，我們為245萬住宅用戶及27萬非住宅用戶，每四個月抄錶一次。此外，按月抄錶的高用量非住宅用戶數目約有5 000個。



本署已更換接近一百萬個使用超過12年的水錶。

*Nearly one million water meters being used for over 12 years have been replaced.*

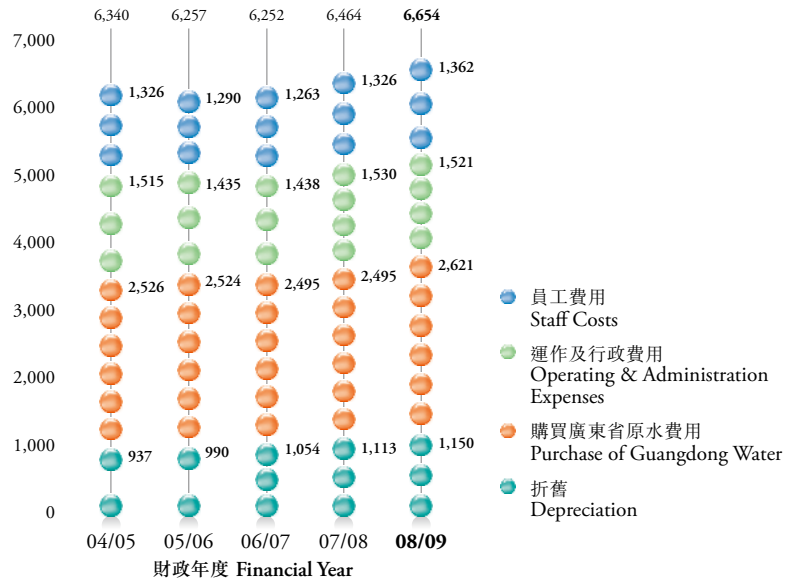
In its annual consideration of tariffs, the Waterworks Accounts Committee, chaired by the Permanent Secretary for Financial Services and the Treasury (Treasury), takes into account a number of factors including the level of subsidy, projection of income and expenditure and estimated consumption.

Any proposal for change must be put forward to the Executive Council and go through the legislative process.

Fresh water charges are based on metered consumption. During the past year, meters for 2.45 million domestic accounts and 0.27 million non-domestic accounts were read every four months. The meters of some 5 000 non-domestic accounts with high consumption levels were read monthly.

運作成本分析  
ANALYSIS OF OPERATING COSTS

百萬元 \$million



客戶統計  
(截至二零零九年三月三十一日)  
ACCOUNTS STATISTICS  
(AS AT 31 MARCH 2009)

住宅 Domestic	2 452 600
商業 Trade	234 600
政府 Government	11 700
沖廁用水 Flushing	27 000
其他 Miscellaneous	1 800
<b>合計 Total</b>	<b>2 727 700</b>



客戶可以不同方式繳交水費。  
Various payment modes are available for our customers to settle their water bills.





隨著本署新增多項電子服務，第一階段的電子帳單服務亦經已推出。

*The first phase of providing e-bill services was implemented in conjunction with the addition of new items to the Department's electronic services.*

## 電子帳單

為了減少用紙以帶出我們愛護環境的信息，自二零零九年三月九日起，我們實施了第一階段的電子帳單服務。在這階段內，自動轉帳戶口持有人可以選擇透過在本署網站上，登記使用新推出的電子帳單服務，然後以電子方式收取水費單。在成功推出第一階段的電子帳單服務之後，我們將落實第二階段服務，屆時電子帳單服務將推廣至所有客戶。

## 收入及運作成本

水務收入來源包括：一般水費、各項收費、牌照及代客戶進行工程的收費。年內，來自一般水費及政府用水的收入為25.87億元，較上年上升0.8%。連同政府從差餉收入撥出的補貼及免費供水津貼，全年總收入為63.25億元，較上年增加2.7%。

按應計款項及全部成本計算，本年度的總運作成本為66.54億元，較上年上升2.9%，當中已包括從廣東省購水開支的26.21億元。

## e-Bills

To show our care for the environment by using less paper, we have implemented the first phase of providing e-bill services starting from 9 March 2009. In this first phase, autopay account holders can opt to receive their water bills in e-form by registration through the Department's website. After successful launching of the first phase, we will implement the second phase by extending the services to all customers.

## Revenue and Operating Costs

Revenue comes from various sources including chargeable supplies, fees, licences and reimbursable work. The revenue from chargeable supplies and government use during the year has increased by 0.8 per cent to \$2,587 million. Total revenue, including Government contribution from rates as well as for free allowance for the year amounted to \$6,325 million, an increase of 2.7 per cent.

The total operating cost for the year, based on accrual and full costs, came to \$6,654 million, an increase of 2.9 per cent from the previous year's figure. This figure includes \$2,621 million spent on the purchase of water from Guangdong.