

附錄及附件  
Appendices and Annexes



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## 附件 Annexes

- I 水務署刊物目錄  
List of WSD Publications Available to the Public
- II 客戶諮詢中心  
Customer Enquiry Centres
- III 食水水質  
Drinking Water Quality
- IV 經營帳目\*  
Operating Accounts\*

\* 二零零八／零九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。

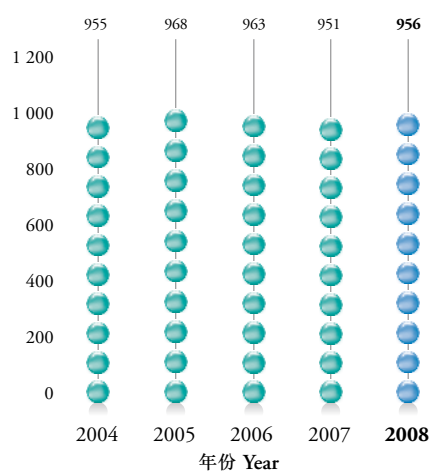
\* *The figures for 2008/09 are provisional only and are subject to endorsement by the Waterworks Accounts Committee. The finalized Water Authority Operating Accounts for the year ended 31.3.2009 will be posted on WSD's website upon endorsement by the Waterworks Accounts Committee.*

## 附錄一 Appendix I

全年食水用水量及人均用水量\*  
ANNUAL FRESH WATER CONSUMPTION AND PER CAPITA CONSUMPTION\*

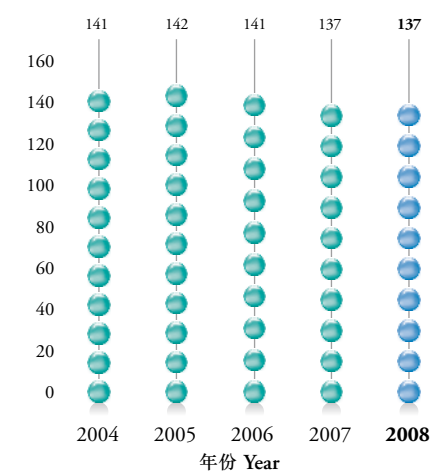
### 食水總用水量 TOTAL FRESH WATER CONSUMPTION

百萬立方米 million cubic metres



### 人均用水量 PER CAPITA CONSUMPTION

立方米/每年 cubic metres per year

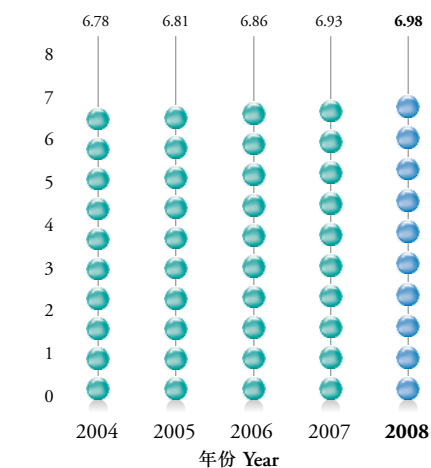


## 附錄二 Appendix II

全港人口及獲食水供應人口\*  
POPULATION IN HONG KONG AND POPULATION SERVED WITH FRESH WATER SUPPLIES\*

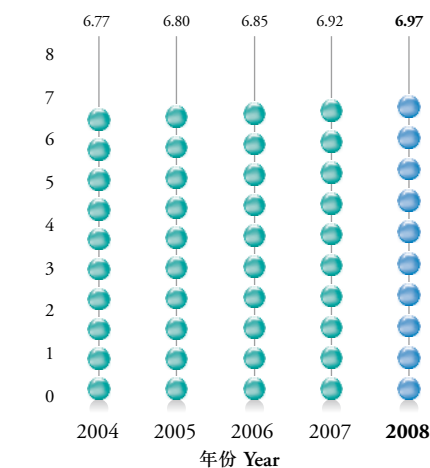
### 全港人口 POPULATION IN HONG KONG

百萬 million



### 獲食水供應人口 POPULATION SERVED WITH FRESH WATER

百萬 million

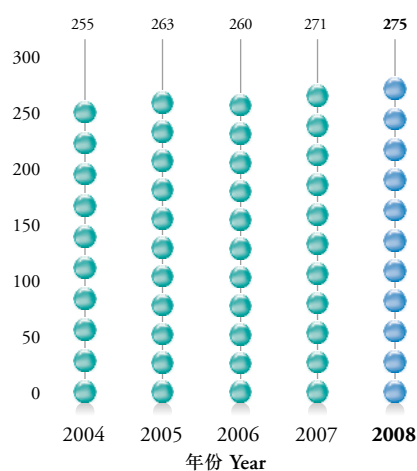


### 附錄三 Appendix III

全年海水用水量及獲海水供應人口\*  
ANNUAL SEA WATER CONSUMPTION AND POPULATION SERVED\*

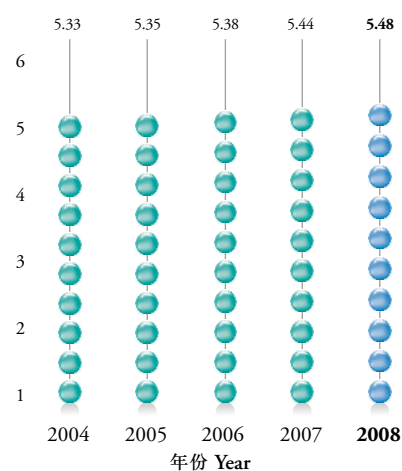
全年海水用水量  
ANNUAL SEA WATER CONSUMPTION

百萬立方米 million cubic metres



獲海水供應人口  
POPULATION SERVED

百萬 million



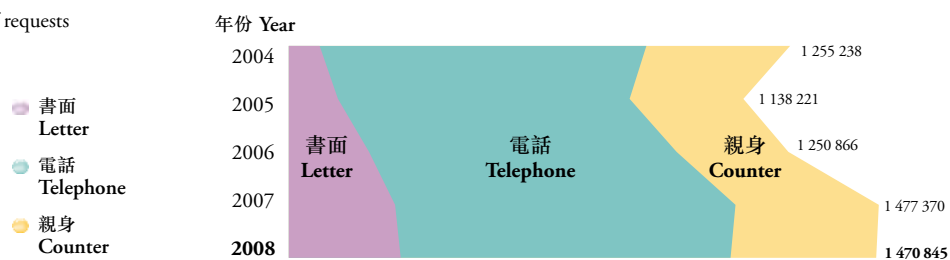
### 附錄四 Appendix IV

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	2004	2005	2006	2007	2008
書面查詢／申請 Letter	77 175	122 971	200 703	265 935	<b>280 055</b>
電話查詢／申請 Telephone	818 157	730 369	770 265	852 526	<b>826 043</b>
親身查詢／申請 Counter	359 906	284 881	279 898	358 909	<b>360 747</b>
<b>總數 Total</b>	<b>1 255 238</b>	<b>1 138 221</b>	<b>1 250 866</b>	<b>1 477 370</b>	<b>1 470 845</b>

客戶查詢及申請服務個案  
STATISTICS ON CUSTOMER ENQUIRY AND REQUESTS FOR SERVICES

個案數目 number of requests

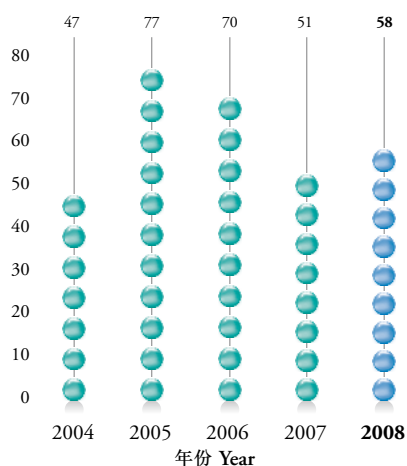


## 附錄五 Appendix V

### 客戶投訴個案統計數字\* STATISTICS ON CUSTOMER COMPLAINTS\*

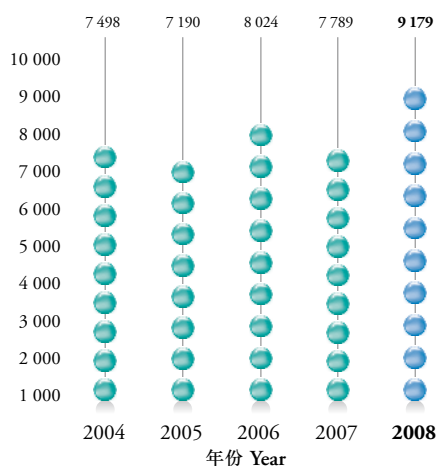
#### 與帳戶有關的投訴 ACCOUNT-RELATED

投訴個案數目 number of Complaints



#### 與帳戶無關的投訴 NON-ACCOUNT-RELATED

投訴個案數目 number of Complaints



年份 Year	2004	2005	2006	2007	2008
與帳戶有關的投訴 # Account-Related #	47	77	70	51	58
與帳戶無關的投訴 Non-Account-Related	7 498	7 190	8 024	7 789	9 179
總數 Total	7 545	7 267	8 094	7 840	9 237

# 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.

\* 根據二零零六年中期人口統計所得人口基準，二零零一年中至二零零六年中的人口數據已經修訂。經修訂數據已納入更多有關人口變化的估計數字，而這些估計數字在編製先前人口數據時尚未能提供。因此，二零零一年以來的人均耗水量數據及所服務的人口均已作出相應修訂。

\* Based on the population benchmark from the results of the 2006 Population By-census, the population figures from mid-2001 to mid-2006 have been revised. The revision has incorporated more estimates of population changes that were not yet available at the time when the previous population figures were prepared. Consequently, the per capita consumption figures and population served as from 2001 onwards have been accordingly revised.

## 附錄六 Appendix VI

### 二零零八／零九年度各項繳費辦法的統計數字 STATISTICS ON MODE OF PAYMENT 2008/09

辦法 Mode	交易總數 Total No. of Transactions	百分比 Percentage
親身繳費 In Person	3 161 215	43.5
郵寄 By Post	164 143	2.2
自動轉帳 Autopay	849 703	11.7
繳費聆 Payment by Phone	1 388 432	19.1
銀行自動櫃員機ATM	574 112	7.9
網上繳費 Internet	1 135 784	15.6
<b>總數 Total</b>	<b>7 273 389</b>	<b>100.0</b>

## 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 Domestic Use</b>	<b>每四個月用水量 Cubic metres every 4 months</b>	<b>每四個月收費率 Rate for every 4 months</b>
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 Non-Domestic Use</b>		
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 Fresh Water for Flushing</b>	<b>每四個月用水量 Cubic metres every 4 months</b>	<b>每四個月收費率 Rate for every 4 months</b>
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 Sea Water for Flushing</b>		<b>免費 FREE</b>