

主要工作表現指標

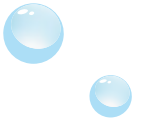
Key Performance Indicators

指標 Indicators	財政年度 Financial Year (百分比 Percentage)		
	07/08	08/09	09/10
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〕 Salt Water Quality [96% complies with WSD Water Quality Objectives]	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

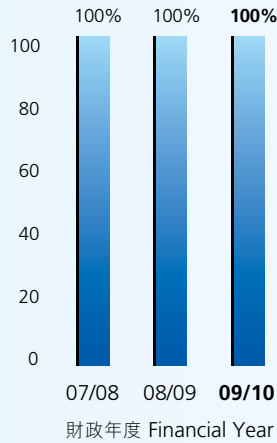
指標 Indicators	財政年度 Financial Year (百分比 Percentage)		
	07/08	08/09	09/10
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints			
• 食水供應故障(在半天內) Fresh Water Supply Fault (within half a day)	100	100	100
• 其他(在一個工作天內) Others (a working day)	100	100	100
經預先安排的暫停供水時段長度(95%於八小時內) Duration of Planned 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%)	93.3	93.7	94.2
初步回覆市民的來信(十個曆日) Interim Reply to Correspondence from the Public (10 Calendar Days)	97	98.5	98.5

¹ 二零零七/零八年度指標採納「世界衛生組織」2004年所定標準。

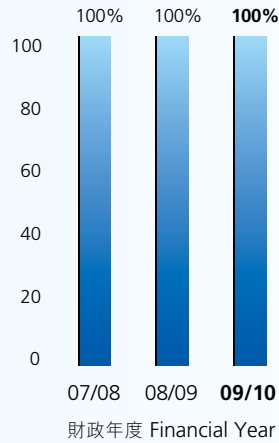
¹ The 2004 version of WHO Guidelines was adopted as target in 2007/08.



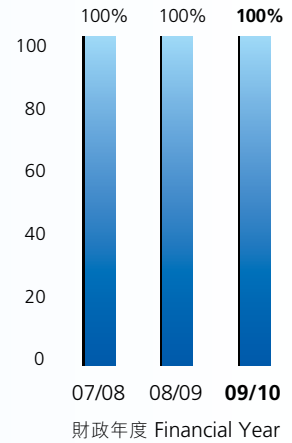
食水水質 Fresh Water Quality



食水供水水壓 Fresh Water Supply Pressure

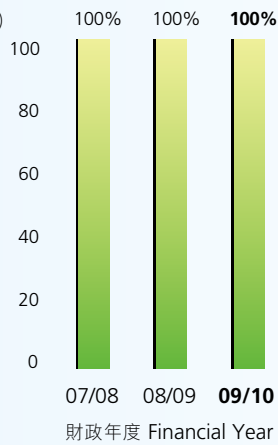


鹹水供水水壓 Salt Water Supply Pressure

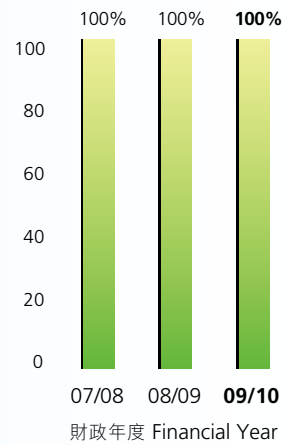


到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints

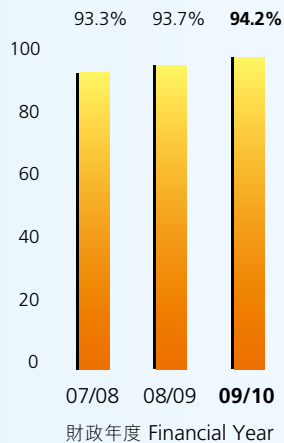
食水供應故障 (在半天內)
Fresh Water Supply Fault
(within half a day)



其他 (在一個工作天內)
Others (a working day)



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

