

維持低廉水費 Keeping Water Charges Low

集齊足夠的衣物，隔日開洗衣機清洗，比每日只清洗少量衣物，每日可節省**20**公升的水。

Washing a full load of clothes on alternative days instead of washing a few daily, saves **20** litres of water a day.





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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。水費自一九九五年二月凍結至今。在二零零九／一零年度，250萬住宅用戶（包括無須繳付水費的用戶）每月平均水費為49元，約相等於住戶每月平均開支的0.3%。

收費幅度

住宅用戶的水費分為四級。每四個月12立方米食水被視為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。為收回生產成本或防止浪費食水，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，按扣除差餉補貼後的成本收費。第三級的用水量為19立方米，按生產成本收費。第四級為懲罰性收費，收費率比第三級高40%。

People in Hong Kong pay less for high quality fresh water than their counterparts in most major cities around the world. The water charges have not been changed since February 1995. For the 2.5 million domestic customers, the average water charge in 2009-10, including those accounts not required to pay water charge, is \$49 per month. This is equal to about 0.3 per cent of the average monthly household expenditure.

Scale of Charges

Water for domestic use is charged on a four-tier system. The first tier of consumption up to 12 cubic metres of water over a four-month period, seen as the minimum necessary to meet basic health and hygiene needs, is supplied to domestic customers free of charge. Charges for consumption beyond this free supply volume are based on a rising scale that aims to recover cost or discourage lavish use. The charge for the second tier of 31 cubic metres is to recover the cost, taking into account the contribution from rates. The charge for the third tier of 19 cubic metres is to recover the production cost while the fourth tier is charged at a punitive rate 40 per cent higher than that of the third tier.



大欖涌水塘是二次戰後第一個興建的水塘。
Tai Lam Chung Reservoir was the first reservoir constructed after World War II.

工商業和建築工程業等非住宅用戶，按扣除差餉補貼後（如適用）的成本收費。沖廁用鹹水是免費供應的。

Charges for non-domestic use such as trade and construction, are on a cost recovery basis, taking into account the contribution from rates as appropriate. Salt water for flushing is supplied free of charge.

現時，約15%的住宅用戶不用支付水費；39%繳付最高第二級即每單位\$4.16的水費；20%繳付最高第三級，即每單位\$6.45的水費；餘下26%繳付最高第四級，即每單位\$9.05的水費。

At present, about 15 per cent of domestic customers are not required to pay water charge, 39 per cent are paying up to tier 2 rate of \$4.16 per unit, 20 per cent are paying up to tier 3 rate of \$6.45 per unit, and 26 per cent are paying up to tier 4 rate of \$9.05 per unit.

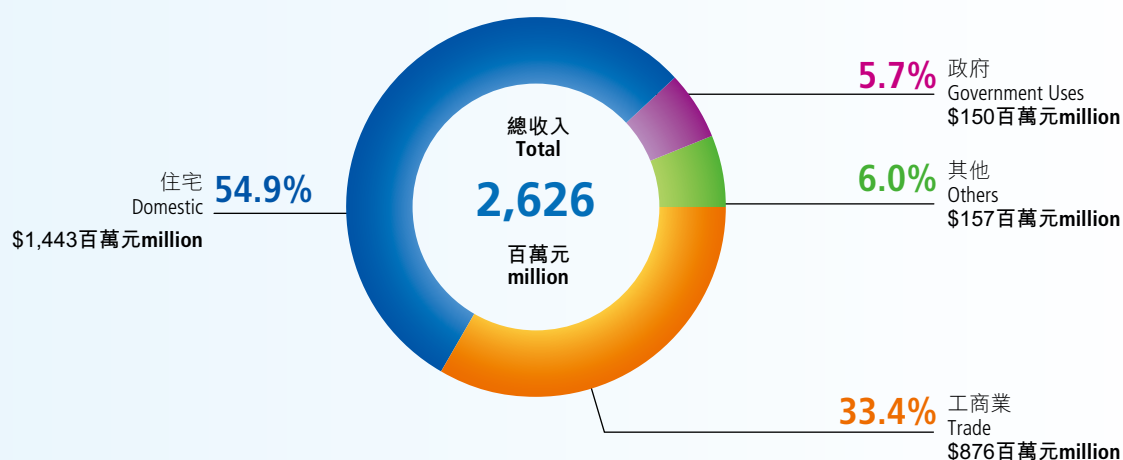
水費收入（按用戶類別劃分）

Water Charge (By Sectors)

百萬元 \$million	財政年度 Financial Year				
	2005/06	2006/07	2007/08	2008/09	2009/10
工商業 Trade	919	896	890	866	876
住宅 Domestic	1,386	1,382	1,378	1,407	1,443
政府 Government Uses	146	143	148	159	150
其他 Others	175	163	152	155	157
總收入 Total	2,626	2,584	2,568	2,587	2,626

二零零九／一零年度水費收入（按用戶類別劃分）（及佔總量百分比）

Water Charge (by Sectors) 2009/10 (and percentage of total)



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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：水務設施的財政狀況、公眾接受程度及可承擔水平、立法會議員的意見，以及其他相關政策目標。

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。在二零零九／一零年度，我們為248萬住宅用戶及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。

二零零九／一零年度住宅用戶每月水費分佈圖詳見附表。

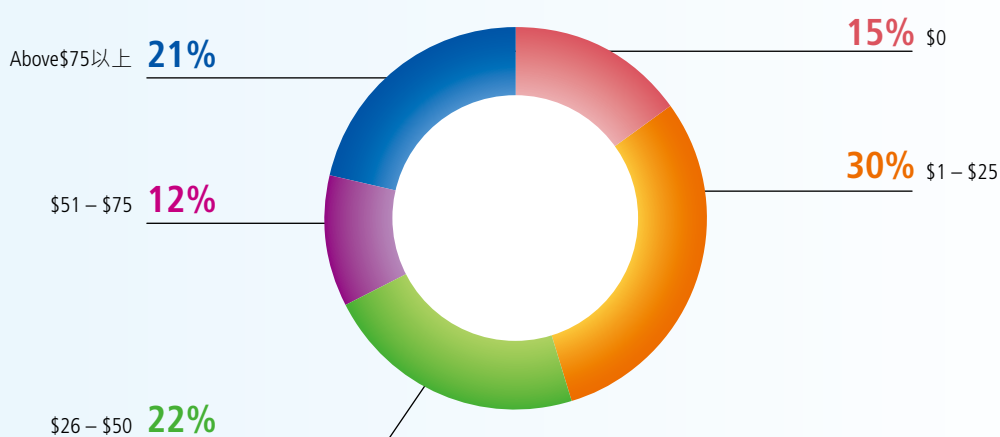
In its annual consideration of tariffs, the Waterworks Accounts Committee, chaired by the Permanent Secretary for Financial Services and the Treasury (Treasury), takes into account a number of factors including the financial performance of waterworks operations, public acceptability and affordability, views of Legislative Council members and any other policy objectives to be pursued.

Any proposal for change must be approved by the Executive Council and go through the legislative process.

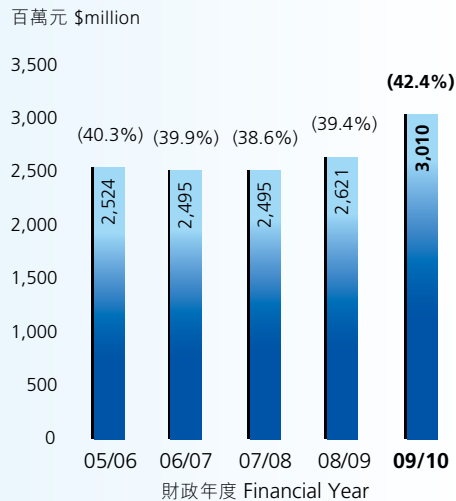
Fresh water charge is based on metered consumption. During 2009-10, meters for 2.48 million domestic accounts and 0.27 million non-domestic accounts were read every four months. The meters of some 5 000 non-domestic accounts with high consumption levels were read monthly.

The distribution of household average monthly bill in 2009-10 is shown in the chart below.

二零零九／一零年度住宅用戶每月水費分佈圖
Distribution of Household Average Monthly Bill 2009/10



購水開支及佔整體運作開支的比例
Purchase Cost of Dongjiang Water
and Proportion of
Total Operating Expenditure



電子帳單繳付水費

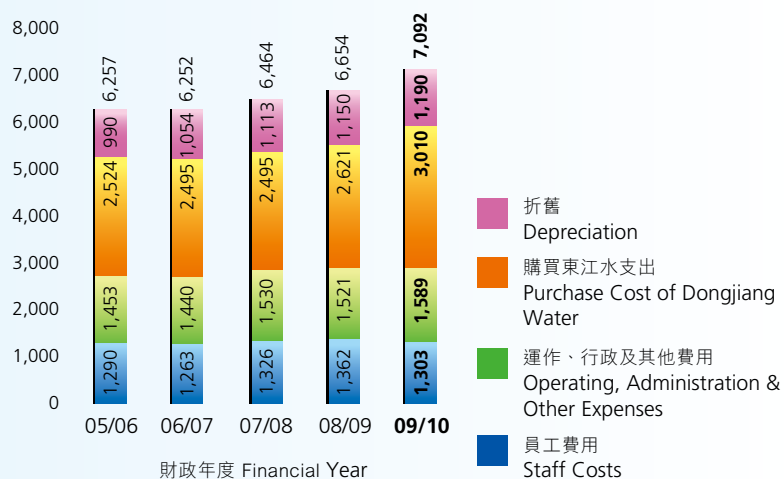
我們已成功推出了電子帳單服務。在二零零九年三月，自動轉帳戶口持有人可以選擇透過本署網站，登記使用電子帳單服務，以電子方式收取水費單。同年底，電子帳單服務推廣至所有客戶。我們計劃進一步加強服務，於二零一一年初，在香港政府一站通網站推出電子帳戶查詢功能，方便客戶查閱最近一期的帳單資料。

e-Bills for Water Charge

The e-bill services have been successfully implemented. In March 2009, auto pay account holders could opt to receive their water bills in e-form by registering through the Department's website. Commencing from the end of 2009, the e-bill services have been extended to all customers. To further enhance our e-services, we plan to introduce an e-enquiry service to enable customers to access their latest water bills through the MyGovHK platform from early 2011.

運作成本分析
Analysis of Operating Costs

百萬元 \$million



客戶統計
(截至二零一零年三月三十一日)

Accounts Statistics
(as at 31 March 2010)

住宅 Domestic	2 477 600
商業 Trade	235 100
政府 Government	12 000
沖廁用水 Flushing	28 000
其他 Miscellaneous	1 900
合計 Total	2 754 600



本署致力確保水錶讀數準確度。
The Department is committed to ensuring the accuracy of meter readings.



全港共有五間客戶諮詢中心，為市民提供服務。
There are five Customer Enquiry Centres providing services across Hong Kong.

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26.26億元，較上年上升1.5%。連同政府從差餉收入及免費供水所提供的津貼，全年總收入為64.43億元，較上年增加1.9%。增幅主要源自住宅和商業用戶的耗水量增長。

本年度的總運作成本為70.92億元，較上年上升6.6%，當中包括購買東江水支出的30.1億元。增幅主要因為購買東江水的費用增加。

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 1.5 per cent to \$2,626 million. Total revenue, including contribution from rates and free allowance for the year amounted to \$6,443 million, an increase of 1.9 per cent over last year, mainly due to the growth in water consumption of domestic and trade accounts.

The total operating costs for the year, including \$3,010 million on the purchase cost of Dongjiang water, amounted to \$7,092 million, an increase of 6.6 per cent over last year, mainly due to the increase in purchase cost of Dongjiang water.