

附錄十四
APPENDIX XIV

測漏統計數字
Statistics on Waste Detection

食水 Fresh Water	各財政年度所進行的測漏工作 Tests Conducted Per Financial Year	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00
	最低晚間流量測試次數 No. of Minimum Night Flow Tests	471	453	411	396	410	443	495
	分段流量測漏次數 No. of Step Tests (or Leakage Tests)	55	55	72	69	72	77	46
	日間流量測試次數 No. of Day Flow Tests	44	45	65	88	100	124	200
	音聽視察次數 No. of Sounding & Visual Inspections	1,366	1,502	1,975	3,423	3,545	4,169	4,045
	測試及視察次數總計 Total No. of Tests & Inspections	1,936	2,055	2,523	3,976	4,127	4,813	4,786
	經發現的滲漏個案數目 No. of Leaks Detected	1,148	1,847	1,910	2,829	3,287	4,868	5,353
	估計每日可節省的水量（立方米） Estimated Quantity of Water Saved (cu.m/day)	144,206	184,278	193,826	209,820	203,998	249,615	254,623
海水 Sea Water	各財政年度所進行的測漏工作 Tests Conducted Per Financial Year							
	最低晚間流量測試次數 No. of Minimum Night Flow Tests	19	9	6	19	23	3	6
	分段流量測漏次數 No. of Step Tests (or Leakage Tests)	2	3	0	1	1	0	0
	日間流量測試次數 No. of Day Flow Tests	0	0	3	4	11	10	20
	音聽視察次數 No. of Sounding & Visual Inspections	186	170	208	177	211	171	284
	測試及視察次數總計 Total No. of Tests & Inspections	207	182	217	201	246	184	310
	經發現的滲漏個案數目 No. of Leaks Detected	100	92	66	127	156	208	216
	估計每日可節省的海水量（立方米） Estimated Quantity of Sea Water Saved (cu.m/day)	54,901	62,006	10,416	14,511	11,543	23,430	25,532

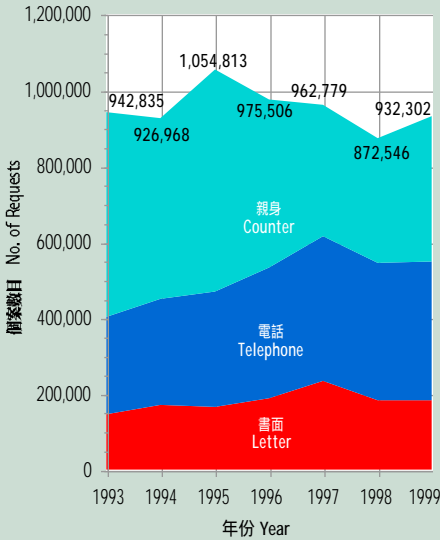
財政年度 = 由每年四月一日起至翌年三月三十一日止 Financial Year = 1 April to 31 March

附錄十五
APPENDIX XV

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	書面查詢/申請	電話查詢/申請	親身查詢/申請	總數
Year	Letter	Telephone	Counter	Total
1993	146,426	254,345	542,064	942,835
1994	169,939	281,049	475,980	926,968
1995	164,711	303,630	586,472	1,054,813
1996	188,771	343,728	443,007	975,506
1997	232,919	382,121	347,739	962,779
1998	183,252	361,082	328,212	872,546
1999	181,874	366,977	383,451	932,302

客戶查詢及申請服務個案
Customer Enquiry and Requests
for Services

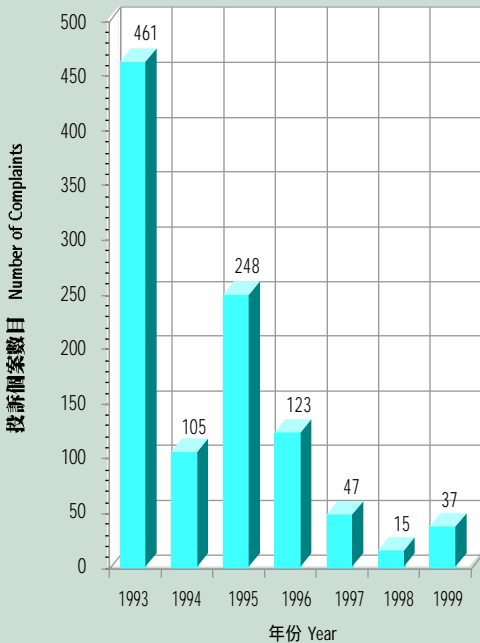


附錄十六
APPENDIX XVI

客戶投訴個案統計數字
Statistics on Customer Complaints

年份 Year	與帳戶有關的投訴 Account-Related	與帳戶無關的投訴 Non-Account-Related	總數 Total
1993	461	49,087	49,548
1994	105	46,375	46,480
1995	248	47,305	47,553
1996	123	44,939	45,062
1997	47	34,197	34,244
1998	15	29,086	29,101
1999	37	15,253	15,290

與帳戶有關的投訴
Account-Related Complaints



與帳戶無關的投訴
Non-Account-Related Complaints

