



客戶電話諮詢中心新貌。 The new Customer Telephone Enquiry Centre (CTEC).

### 「一站式」服務中心

本署的客戶電話諮詢中心業已投入服務，以「一站式」的概念處理各類查詢及投訴。

該中心耗資1,200萬元建成，透過最先進的電話設備，把本署為市民提供的各類諮詢服務合而為一。

位於本署總部的諮詢中心安裝了100條電話線，處理有關水管爆裂、漏水、供水中斷或水質欠佳的投訴，以及一般的查詢。

新電話系統結合了本署早前提供的多項服務，例如「查詢熱線」及「水務諮詢靈」等。本署致力提高服務質素，盡量方便市民，新中心乃是另一明證。

### 客戶諮詢中心

本署亦在全港各區設有八個客戶諮詢中心，為客戶提供其他服務。

諮詢中心的人員處理有關用戶轉名、驗錶、釣魚牌照和供水的申請。

位於港島和九龍區的諮詢中心更提供全面的收款服務，而另一些中心則設有讓客戶採用易辦事卡支付水費按金的設施。

### 驗錶服務

本署可應客戶的要求提供驗錶服務，測試水錶的準確程度。客戶必須在驗錶前繳付費用，數額視乎水錶大小而定。驗錶工作會在三星期內進行。

驗錶費一般為460元。倘發現水錶的偏差程度超過3%，驗錶費可獲發還。

本署獲香港實驗所認可計劃頒授認可資格後，現已能夠按照國際標準測試直徑達200毫米的水錶。

### One Stop Centre

A 'one-stop' enquiry centre dealing with all types of enquiries and complaints has been put into service.

Built at a cost of \$12 million and using the latest telephone equipment, the 'Customer Telephone Enquiry Centre' combines the various enquiry services hitherto offered to the public.

Calls about water mains bursts, pipe leaks, interruption of water supply or poor water quality, as well as general enquiries are now received through 100 telephone lines at the Centre located at Headquarters.

The new telephone system integrates some of the earlier services known as the 'Enquiry Hotline', 'Water Infolink', among others. The new centre is another measure aimed at providing a better and more convenient service.

### Customer Enquiry Centres

Customers seeking other types of services may call at the eight Customer Enquiry Centres located at different areas of the territory.

Staff at the Centres deal with applications for change of consumerships, meter tests and fishing licences, as well as for water supply.

The full range of payment services are handled at the Hong Kong Island and Kowloon centres, while the others provide facilities only for payment of water deposits by Easy Pay System (EPS) cards.

### Meter Testing

A testing service for the accuracy of water meters is provided at request. A fee deposit is required for the test, depending on the size of the meter, and the work is carried out within three weeks.



客戶聯絡小組舉行會議。 A meeting of the Customer Liaison Group.





水務署代表正向客戶聯絡小組介紹本署工作的概況。

*The Customer Liaison Group being briefed on WSD work.*

### 客戶聯絡小組

客戶聯絡小組的工作，今年踏入第七年。小組繼續作為與市民溝通的有效渠道，並就多項事宜提供許多資料及有建設性的意見，對本署工作裨益良多。

其實，本署的客戶聯絡小組在政府部門同類組織當中，可說是先驅之一。小組委員人數目前增至60名，以廣納更多住宅用戶和商戶的代表。小組委員現分為兩組，每組四個月開會一次。

年內，每小組共舉行三次會議，席上各方都能坦誠地討論與供水有關的事宜。

有關每次會議所討論的事宜和其他資料，均會載於水務署出版的「水務簡訊」。

本署亦安排各委員參觀濾水廠及客戶電話諮詢中心等水務設施，使他們得悉最新發展。

### 基準客戶意見調查

在各項水務工作中，市民認為本署提供的客戶服務，令他們最感滿意。

受訪者中，幾乎全部都對這方面的服務表示滿意，有96%認為這項服務最佳，其次是食水供應和水質，評分非常接近，有95%表示滿意。

是項調查由一間市場研究公司進行，訪問了近2 500名住宅及商業用戶，收集他們對水務署和其他四間私營公用事業機構所提供服務的意見。

是項調查徵詢受訪者對本署六個服務範疇的意見，他們對有關服務整體上感到滿意，而獲最高評分的兩個項目分別為客戶服務及食水供應和水質。

本署在各受調查機構中排行第三，以100分制計算得75分，顯示市民對政府部門有良好評價，實在令人鼓舞。

本署樂於聽取市民對各項服務的意見，而這項調查結果有助本署推展和改善本身的工作。

本署職員在新客戶電話諮詢中心工作。

*Staff at work at the new CTEC.*



For most tests, the fee is \$460. However if the accuracy of the meter is found to exceed three per cent either way, the fee is refunded.

Through accreditation by HOKLAS the WSD is now capable of testing water meters of up to 200 mm in diameter in accordance with international standards.

### Customer Liaison Group

As it enters its seventh year, the Customer Liaison Group continues to serve as an effective channel of communication with the people. A great deal of information - and constructive ideas as well - have been received on a diversity of matters which have been a valuable help to the work of the WSD.

It is one of the earliest such groups in government services and has increased in number to 60 members to include more representatives from domestic and trade account representatives. Members are separated into two groups and each group meets every four months.

Matters concerning the water supply are frankly discussed and three meetings were held for each group during the year.

Matters discussed at the meetings and other information are published in the newsletter 'Waterlink'.

To keep members up to date, arrangements are made to take them on visits to see waterworks installations, such as treatment works, and the Customer Telephone Enquiry Centre.

### Benchmark Opinion Survey

Customer services stood out among the various waterworks activities, in the opinion of the public.

While this section of the WSD services won almost total approval with 96 per cent of respondents giving it top priority - a close runner-up in the customers' opinion was the supply and quality of fresh water, which got 95 per cent approval.

These views were obtained from nearly 2 500 domestic and commercial customers surveyed by a market research company for views on services provided by the WSD and four other public utility companies in the private sector.

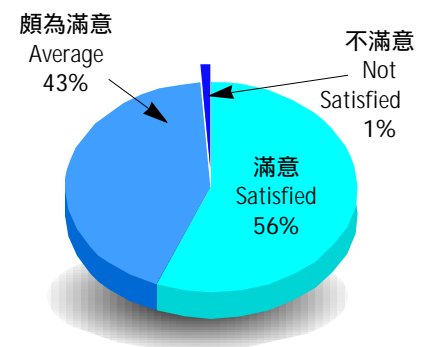
Views were sought on six of the services provided by the WSD, and there was overall satisfaction with all of them, with customer services and water supply and quality heading the list.

The third place ranking of the WSD - which gained a score of 75 points out of 100 in the scale - was seen as encouraging in that it showed a high public regard for the government department.

It would serve to further the efforts of the WSD, which always welcomes public views of its work.

### 基準客戶意見調查 Benchmark Customer Opinion Survey

供水服務的整體表現  
Overall Water Supplies Services



新客戶電話諮詢中心另一景貌。

*Another view of the new CTEC.*





客戶關係及服務是水務署工作中重要一環。

*Customer relations and services are an important part of the WSD work.*

### 互聯網服務

網上客戶服務是本署互聯網頁內其中一項重要的服務。除提供如申請手續及水費帳務等一般資料外，網頁內新增多項服務，包括在網上遞交用戶轉名、結束用戶、更改通訊地址、初次供水及水喉匠牌照的申請。

客戶可安坐家中，申請各種服務。本署數月後會增設其他網上服務，例如提供一個詳列水務監督認可的供水裝置、喉管及配件、熱水器及物料的目錄。

### 投訴及查詢

客戶的查詢及投訴大多與用水帳戶及供水故障有關，例如水費偏高、水質欠佳或供水中斷等。本署廣泛採用電腦系統處理這些查詢及投訴。在一九九九年，本署處理的查詢約達93萬宗。

### 新增服務

由一九九九年八月起，客戶可透過電話結束用水帳戶及要求更改水費單地址。

至於水費及按金的繳付方面，客戶除可按照現行的辦法親往客戶諮詢中心或以電話及自動轉帳方式付款外，亦可利用全港1 700部自動櫃員機繳款。本署亦正考慮提供網上繳款服務，並採用香港郵政署提供的代收帳款服務。

### 公務員顧客服務獎勵計劃

年內，水務署在公務員事務局所舉辦的「公務員顧客服務獎勵計劃」贏得三個獎項，包括電話查詢服務類別的個人大獎及優異獎，以及處理申請服務類別的團體優異獎，這足以證明本署的工作獲得市民的高度認同和讚賞。

### 客戶服務訓練

本署製作了一套長十分鐘、名為「水務真善美」的錄影帶，作為前線員工的訓練教材。

該套錄影帶旨在透過個案演繹，說明以客為本的重要性及怎樣達致這個目標，從而改善員工待客之道，以提高服務質素。

在每次放映錄影帶後，員工都參加小組討論，分享彼此的實際經驗。



署長與職員攜手參與製作以客戶服務為主題的錄影帶。

*The Director and other staff participating in the production of the customer service video.*

### Internet Services

Online customer service forms an integral part of the WSD Internet home page. In addition to the routine information on application procedures and water accounts matters, new services including online applications for taking up and closing of water account, change of mailing address, new water supplies and plumber licences are also being provided.

This will allow customers the convenience of applying for the various services from their homes. Additional online services will be offered in the next few months, such as a directory of water supply fittings, pipes and fittings, water heaters and materials accepted by the Water Authority.

### Complaints and Enquiries

Most complaints and enquiries relate to accounts and technical matters, such as high water bills, poor water quality or interruption of water supply. Computer systems are widely deployed to deal with them. Some 930 000 enquiries were handled in 1999.

### New Services

Since August 1999, customers have been able to terminate their water accounts and request change of water bills mailing address by telephone.

As for settlement of water bills and deposit, in addition to the current payment methods, such as in person at Customer Enquiry Centres, by phone and autopay, payment can also be made through some 1 700 Automatic Teller Machines (ATMs) in Hong Kong. Consideration is also being given to allowing online payment through the Internet and making use of the bill payment collection service offered by the Hong Kong Post Office.

### Customer Service Award

The WSD gained the highest recognition during the year as a provider of public service by winning three top Civil Service Customer Service Awards organised by the Civil Service Bureau. The prizes were, Champion and Winner of Excellence Awards for telephone enquiry service (individual) and Winner of the Team Excellence Award for application processing.

### Customer Service Training

A ten-minute video entitled "The Art of Customer Services" has been produced for the training of frontline staff.

Aimed at improving staff courtesy in customer relations, and thus providing better service, the video brings into focus through case studies the importance of customer satisfaction, and the proper approach in achieving this.

Group discussions are held after each screening session and actual experiences are shared.