

# 5 共同承擔

Let's Contribute





排污費是按照一個「污染者自付」的原則釐訂。在二百零四萬全港住宅用戶中，約七成半每月所繳交的排污費少於十五元。

*The Sewage Charges are levied based on a "Polluter Pays Principle". Out of 2.04 million domestic consumers, 75% pay less than HK\$15 in sewage charge each month.*

污水處理服務收費計劃在一九九五年四月推出。污染者須按其排出的污水量及水質，支付污水處理服務的費用，所收費用只用以支付公共污水設施的操作及維修成本，至於建造這些設施的開支則仍由政府負擔，從而使污水處理服務費維持於低水平。自從收費計劃實施以來，收費水平一直維持不變。但由於經濟下滑，政府決定由二〇〇二年四月一日開始，寬減排污費及工商業污水附加費一年。住宅及非住宅用戶在一年內分別獲寬減不超過200元和800元的排污費，而工商業污水附加費則調低三成。

在二〇〇一至〇二年度，我們接到並圓滿解答約7 200宗電話查詢、2 300宗書面查詢及200宗市民親臨服務中心提出的查詢。圖5.1是一九九五年四月以來接到的查詢數字。從一九九九至二〇〇〇年度開始，各類查詢稍見上升，原因可能是更多用戶須繳交工商業污水附加費，以及我們加強了追收欠款的行動，二〇〇一至〇二年度的數字與去年相約。

The Sewage Charging Scheme, introduced in April 1995, requires a polluter to pay for the cost of sewage services provided in accordance with the quality and quantity of wastewater discharged. To keep the charge at a modest level, the charges were set to recover only the operating and maintenance costs of the public sewage facilities, while the capital costs of building these facilities will continue to be borne by the Government. Since the introduction of the scheme, the charges have been kept at the same level. However, in response to the economic downturn, the Government decided to reduce the Sewage Charge and Trade Effluent Surcharge (TES) for one year starting from 1 April 2002. The Sewage Charge will be reduced by an amount not exceeding \$200 and \$800 for domestic and non-domestic accounts in a 12-months period, while TES will be reduced by 30%.

In 2001/02, we received and provided satisfactory answers to about 7,200 telephone enquiries, 2,300 written enquiries and 200 enquiries at our service counters. Figure 5.1 shows the number of verbal and written enquiries received since April 1995. There was a slight increase in the number of enquiries since 1999/2000. This may be due to the increase in number of newly identified TES accounts and our stepped up actions to recover bad debts. The figures for 2001/02 are similar to those for last year.

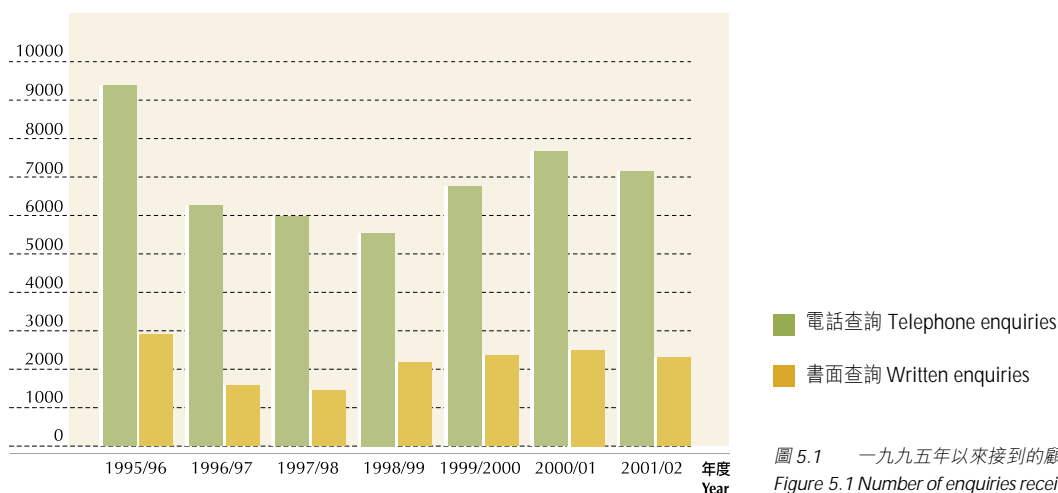


圖 5.1 一九九五年以來接到的顧客查詢數字  
Figure 5.1 Number of enquiries received from customers since 1995

圖5.2是二〇〇一至〇二年度所接到各類書面查詢的數量。一如往年，書面查詢大多與帳單有關。我們在接到查詢後，會在兩個工作日內，給客戶初步回覆，表示已接到查詢，並已展開所需的調查。在二〇〇一至〇二年度，我們一如承諾，在接到書面查詢後一個月內發出正式回覆的個案繼續保持在95%的水平。

Figure 5.2 presents a breakdown by the types of written enquiries received in 2001/02. Similar to previous years, most of the written enquiries are related to billing matters. An initial written reply is issued within two working days to confirm receipt of the enquiry and to inform the customer that the necessary follow-up investigation work on the enquiry has already begun. In 2001/02, we continued to achieve the target of providing a full reply to customers within one month from the date of receipt of a written enquiry for 95% of the cases.

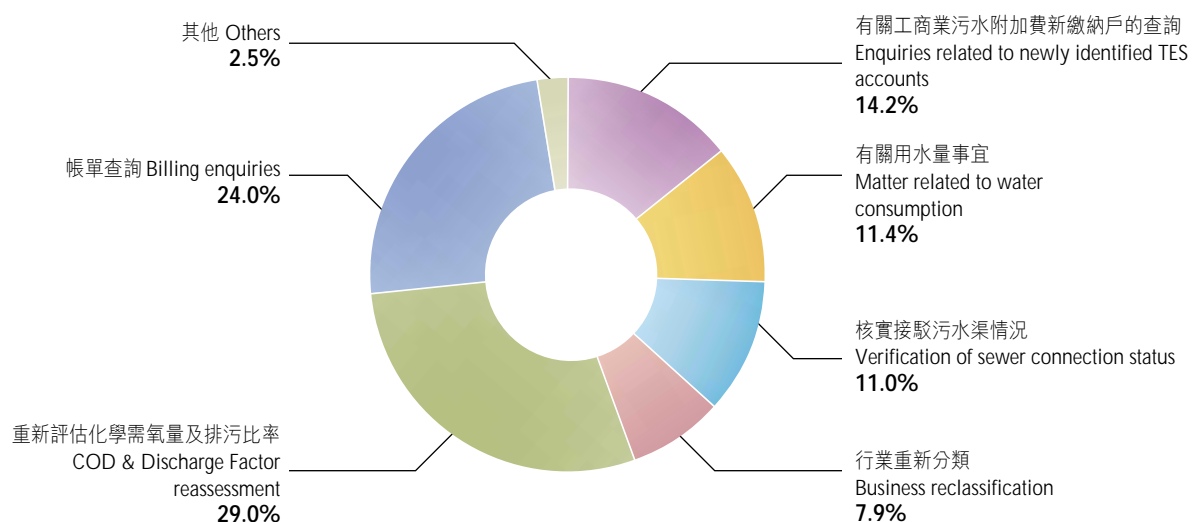


圖 5.2 二〇〇一至〇二年度所接到各類書面查詢的數字  
Figure 5.2 Written enquiries received in 2001/02 by types



## 重新評估工商業污水附加費收費率及排污比率

非住宅用戶如認為他們排出污水的濃度或排污比率，比法例所列明的數值為低，可申請重新評估工商業污水附加費收費率或排污比率。排污比率是指排出的污水量佔供水量的百分率。如表 5.1 所示，今年有關重新評估工商業污水附加費收費率和排污比率的申請均有所增加。表 5.2 列出二〇〇一至〇二年度各種行業申請重新評估工商業污水附加費收費率(重新評估化學需氧值)的情況。

## Reassessment of TES Rate and Discharge Factor

Non-domestic consumers may apply for reassessment of the TES rate or discharge factor if they consider that the effluent strength or discharge factor of their discharge is lower than the corresponding values specified in the Ordinance. The discharge factor is the volume of water discharged as a percentage of the volume of water supplied. The number of applications for reassessment of both the TES rate and the discharge factor has increased this year as shown in Table 5.1. The distribution of applications for reassessment of TES rate (COD reassessment) in 2001/02 by business classification is shown in Table 5.2.

收費準則 Charging Parameters	年內接到的申請數字 Number of applications received in the year	
	2000/01	2001/02
污水濃度(化學需氧量) Effluent Strength (COD)	549	670
排污比率 Discharge Factor	35	47

表 5.1 二〇〇〇至〇一年度及二〇〇一至〇二年度所接到申請重新評估工商業污水附加費收費率及排污比率的數字  
Table 5.1 Number of applications for reassessment of TES rate and discharge factor in 2000/01 and 2001/02

行業 Trade Classification	申請重新評估化學需氧值的用戶數字 No. of accounts applying for COD reassessment
餐館 Restaurants	558
屠宰、調製及醃製肉類 Slaughtering, preparing and preserving meat	86
食品加工 Food processing	6
再造紙 Paper recycling	6
汽水 / 釀酒 Soft drink/Breweries	5
漂染 Bleaching and dyeing	7
奶類產品 Dairy products	2
總數 Total	670

表 5.2 二〇〇一至〇二年度各種行業申請重新評估化學需氧值的情況  
Table 5.2 Distribution of COD reassessment applications in 2001/02 by business classification



在重新評估化學需氧值的申請個案中，26宗因技術或個別原因撤回申請，另有41宗遭駁回。在二〇〇一至〇二年度，576宗申請成功證明污水的污染程度比所屬行業的通用化學需氧量度低。申請重新評估化學需氧值的用戶，超過80%是餐館。此外，47宗申請能證明排污比率低於有關規例對該行業所訂的數值的85%。申請重新評估排污比率的個案大多只涉及排污費。

## 行業重新分類

需要繳交工商業污水附加費的用戶，通常是按其申請水錶時所申報的行業來決定所屬的行業類別。如用戶後來改變行業或認為行業類別不當，可申請覆檢。圖5.3是一九九五年四月以來所處理有關行業重新分類的申請。二〇〇一至〇二年度，我們共處理273宗行業重新分類的個案。

由於有些用戶在水務監督的記錄內的行業分類有錯誤，所以間中會有一些須繳付工商業污水附加費的用戶仍未登記。我們正努力找出應付但未付工商業污水附加費的用戶。在二〇〇一至〇二年度，我們共發現633個這類的工商業污水附加費新繳納戶。圖5.4是過去各年所發現此類用戶的總數。

Among all COD reassessment cases, 26 were withdrawn for either technical or individual reasons and 41 cases were rejected. In 2001/02, 576 cases had been successful in demonstrating that the pollution level of their effluent is lower than the generic effluent strength of their respective trades. More than 80% of the applications for COD reassessment had come from restaurant accounts. In addition, 47 cases had demonstrated that their discharge factors are less than 85% of the values specified in the Regulations for the respective trades. Most discharge factor reassessment cases are related to sewage charge (SC) only.

## Business Reclassification

The business classification of a TES account is normally assigned according to that reported during the application for a water metre. If a customer has subsequently changed his/her business type or considers that the business classification assigned was incorrect, he/she should submit an application for review. The number of applications for business reclassification handled since April 1995 is shown in Figure 5.3. In 2001/02, 273 business reclassification cases were handled.

From time to time, some TES chargeable water accounts have not been registered because of incorrect business classifications in the water account records. Actions have been taken to identify business accounts which according to the law should pay TES but were not charged for TES in the past. In 2001/02, 633 new TES accounts were identified. The total numbers of accounts identified in the past years are shown in Figure 5.4.

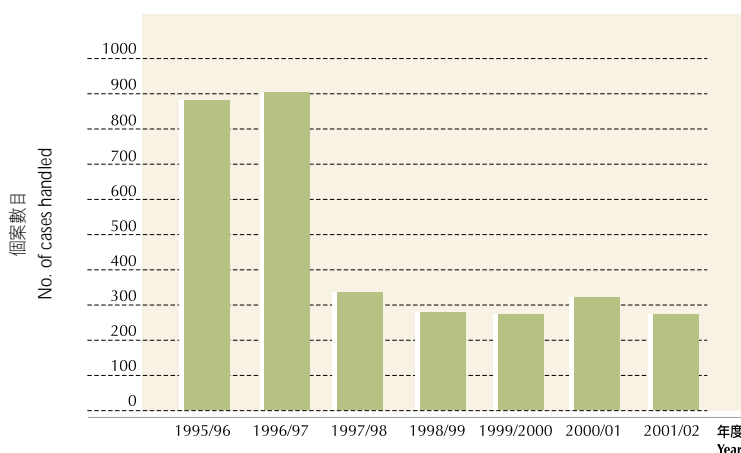


圖 5.3 一九九五年以來所處理有關行業重新分類的申請  
Figure 5.3 Business reclassification applications handled since 1995

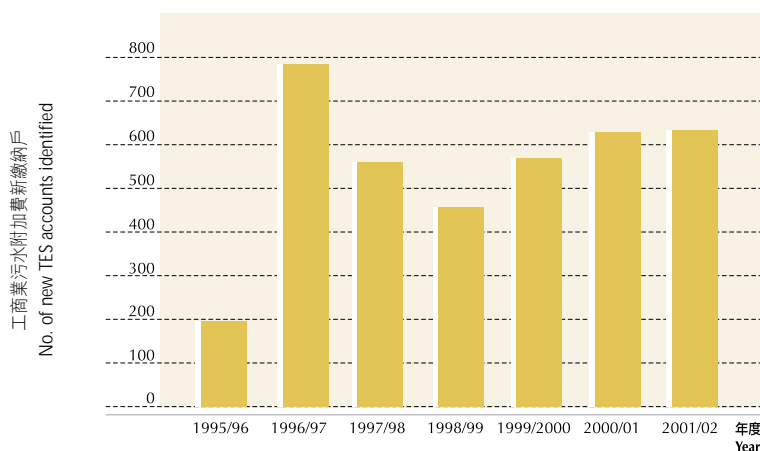


圖 5.4 一九九五年以來所發現工商業污水附加費的新繳納戶  
Figure 5.4 Number of new TES accounts identified since 1995

## 帳單及用水量統計數字

全港自來水用戶約有 249 萬個，其中大約 228 萬個須付排污費。渠務署負責核實其居所是否已接駁至公共污水收集系統，而須繳付排污費。水務監督會代本署備存用戶的排污費資料及發出帳單。在二〇〇一至〇二年度，本署共更正約 8 400 個關於用戶已接駁至公共污水收集系統的個案。

非住宅用戶中，約有 15 400 個用戶經營污水處理服務（工商業污水附加費）規例所指定的 30 種行業之一，因此須付工商業污水附加費。圖 5.5 是工商業污水附加費繳納戶所屬行業的類別。

在二〇〇一至〇二年度，我們共發出 62 700 張工商業污水附加費帳單，其中 684 張是發給新發現的用戶的。我們亦處理自動轉帳付款及按月分期付款的申請，前者共 1 49 宗，而後者共 128 宗。

## Billing and Consumption Statistics

There are about 2.49 million water accounts of which about 2.28 million are liable to pay SC. The department will determine whether a premise is connected to public sewerage and, therefore, liable to pay SC while the Water Authority will handle the maintenance of account details and billing matters on our behalf. About 8,400 corrections were made to the sewer connection status of the accounts in 2001/02.

In the non-domestic category, about 15,400 accounts are liable to pay TES as they operate one of the 30 trades designated in the Sewage Services (TES) Regulation. The distribution of TES accounts by trade types is shown in Figure 5.5.

In 2001/02, about 62,700 TES bills were issued, including 684 bills for newly identified accounts. We have also processed 149 applications for payment by auto-pay and 128 by monthly instalments.

從一九九八年四月起，我們加強了追收欠款的行動。在二〇〇二年三月底，共有 888 個仍然使用服務的用戶逾期未繳費，總欠款為五百三十萬。我們追收帳款的行動包括發出催繳函及停止供水令。在二〇〇一至〇二年度，我們共發出約 1 400 份停止供水令，結果成功追討五百六十萬元。

對於欠款的終結用戶，我們已訂定和實施了追討欠款行動計劃。在二〇〇二年三月底，共有 1 218 個終結用戶逾期未繳費，總欠款為一千七百二十萬。在二〇〇一至〇二年度，我們在採取法律行動前，共發出約 1 000 封追收欠款的信件，另有約 100 宗個案交由律政司採取法律行動。這些行動成功向終結用戶追討超過一百八十萬元。關於用水量、繳費及收費對象的統計數字則載於附錄 G。

Since April 1998, we have stepped up actions to recover bad debts. As at 31 March 2002, there are 888 active accounts with overdue amount of \$5.3 million. The recovery actions include issuance of reminders and water disconnection orders. In 2001/02, about 1,400 disconnection orders were issued and as a result \$5.6 million was recovered.

For closed accounts with default payment, an action plan on recovering debts was formulated and implemented accordingly. As at 31 March 2002, there are 1,218 closed accounts with overdue of \$17.2 million. In 2001/02, about 1,000 letters before legal action were issued and about 100 cases had been referred to Department of Justice for legal action. As a result, over \$1.8 million was recovered from overdue closed accounts. The statistics on water consumption, payment, and contributor patterns in relation to the charges are shown in Appendix G.

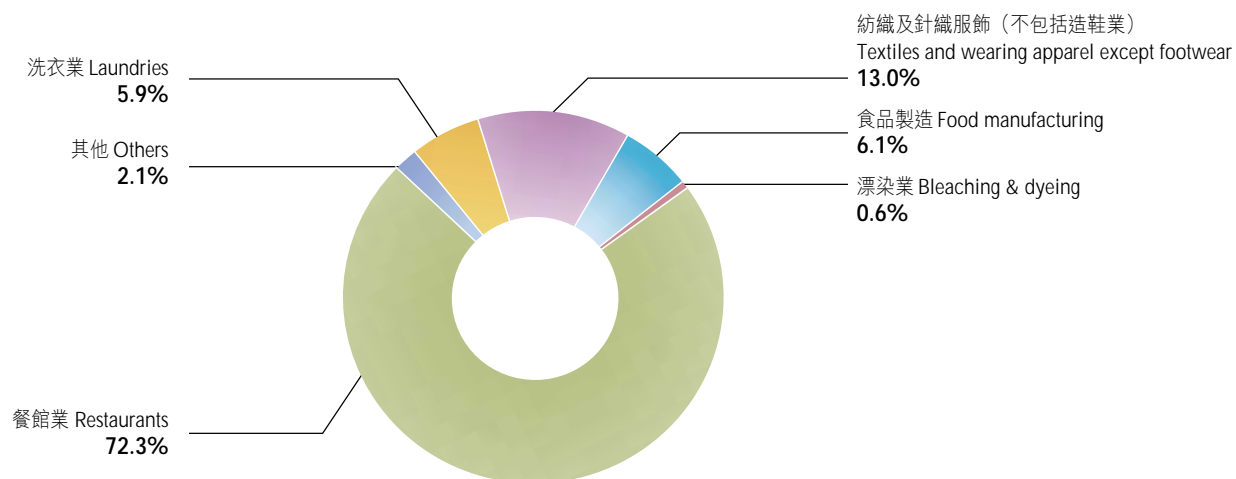


圖 5.5 二〇〇一至〇二年度工商業污水附加費繳納戶所屬行業的類別  
Figure 5.5 Distribution of TES accounts by trade types in 2001/02



## 收入及開支

由一九九五至九六年度到二〇〇一至〇二年度污水服務帳目收支摘要見表 5.3。截至二〇〇二年三月三十一日的帳目詳情載於附錄 H。

排污費及工商業污水附加費的總收入過去各年大致穩定，主要是因為自引入污水處理服務費後的收費水平不變。但在二〇〇一至〇二年，由於污水隧道工程合約糾紛得到和解，承建商須繳付政府七億五千萬元的調解款項已被納入其他收入部份。撇除這筆款項後，實際的收入則比往年略為減少，主要是因為二〇〇二年財政預算案所公布寬免排污費及工商業污水附加費的措施所致。至於二〇〇一至〇二年度的總開支則較二〇〇〇至〇一年度增加了九千五百萬元，主要是因新的污水收集基礎設施相繼啟用。因此，污水服務運作於二〇〇一至〇二年的虧損為三千三百萬元。

## Revenue and Expenditure

The revenue and expenditure in the Sewage Services Operating Accounts from 1995/96 to 2001/02 are summarized in Table 5.3. The account for the year ended March 31, 2002 is shown in details in Appendix H.

The total revenue from SC and TES has been quite steady in the past years, mainly because the level of charges has remained static since the introduction of the charging scheme. In 2001/02, as a result of the settlement of the contractual disputes of the sewer tunnel contracts, \$750 million due from the contractors was included as other revenue. Taking away this amount, the overall revenue would be lower than that in the previous years. This is mainly due to the effect of the concessions for SC and TES as announced in the 2002 Budget Speech. On the other hand, the overall expenditure has increased by \$95 million in 2001/02 as compared with 2000/01 due to newly completed sewerage infrastructures coming into operation. As a result, the deficit of the sewage services operating account was \$33 million in 2001/02.

	1995/96	1996/97	1997/98	1998/99	1999/2000	2000/01	2001/02
排污費收入（以百萬計） Sewage Charge Revenue (\$M)	427	469	476	472	478	480	434
工商業污水附加費收入（以百萬計） TES Revenue (\$M)	274	227	266	241	235	240	227
其他收入（以百萬計） Other Revenue (\$M)	14	24	27	31	26	29	777*
總收入（以百萬計） Overall Revenue (\$M)	710	720	769	744	739	749	1,438
總開支（以百萬計） Overall Expenditure (\$M)	(639)	(723)	(879)	(1,110)	(1,352)	(1,376)	(1,471)
差額（以百萬計） Balance (\$M)	76	(3)	(110)	(366)	(613)	(627)	(33)

表 5.3 一九九五年以來污水服務帳目摘要

Table 5.3 Summary of Sewage Services Operating Accounts since 1995

\* 包括有關污水隧道工程承建商須繳付與政府的合約糾紛調解款項七億五千萬元。

It includes the mediation settlement of \$750 million relating to the contractual disputes between the Government and the sewer tunnel contractors.