

Let's

Contribute



Chapter 5  
第五章



# 共同承擔

## Let's Contribute

排污費是按照「污染者自付」的原則釐訂。在全港211萬個住宅用戶中，約七成半每月所繳交的排污費少於15元。

污水處理服務收費計劃在1995年4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，政府由2002年4月1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。

The Sewage Charges are levied based on a "Polluter Pays Principle". Out of 2.11 million domestic consumers, 75% pay less than HK\$15 in sewage charge each month.

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 reduced the Sewage Charge and Trade Effluent Surcharge (TES) for one year starting from 1 April 2002. The Sewage Charge was reduced by an amount not exceeding \$200 and \$800 for domestic and non-domestic accounts in a 12-months period, while TES was reduced by 30%.

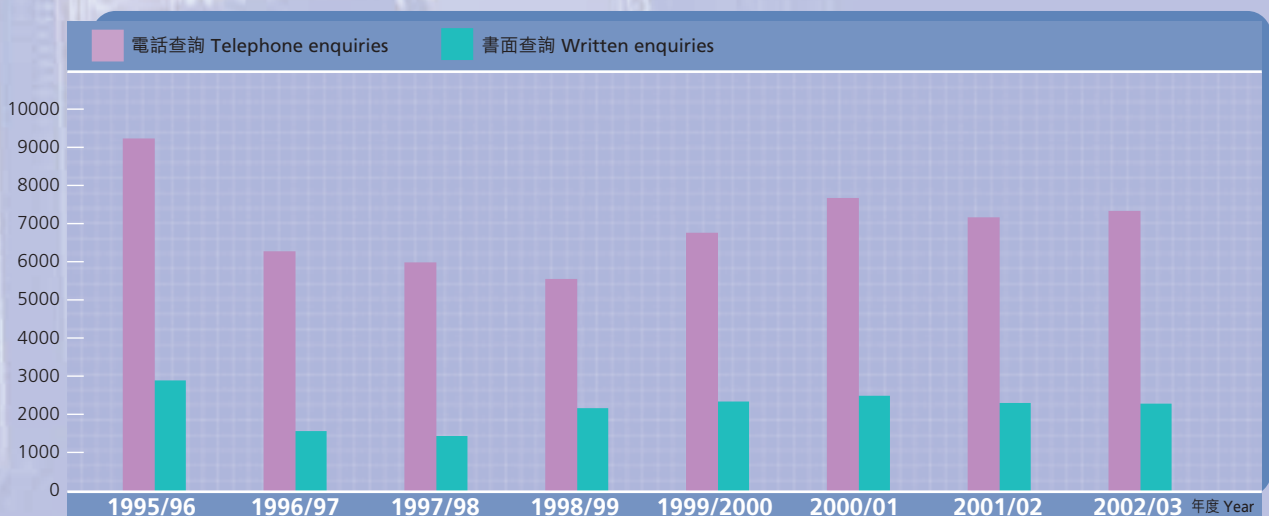


圖 5.1 1995 年以來接到的顧客查詢數字

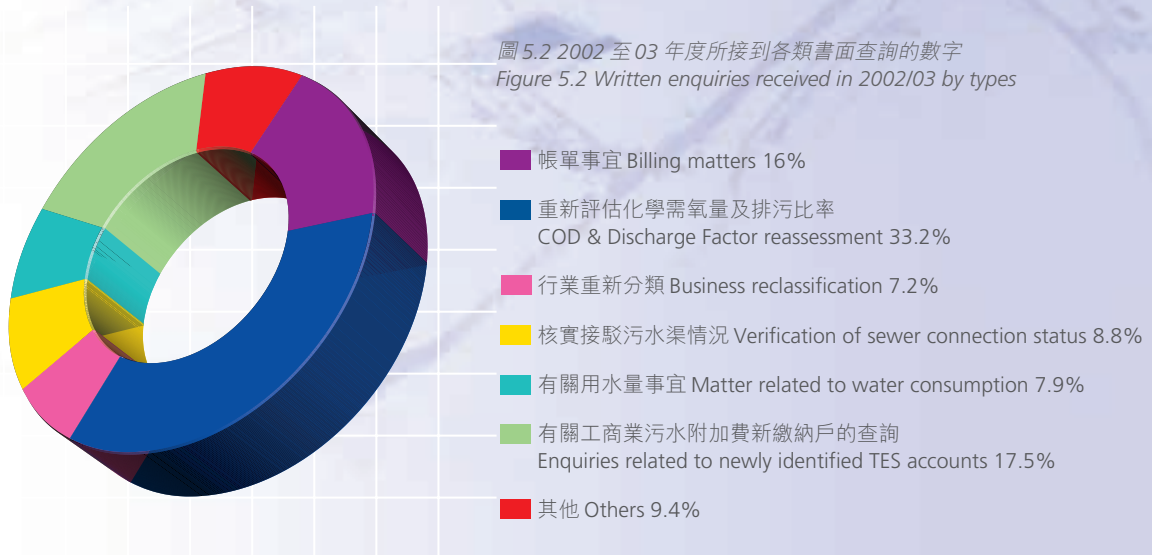
Figure 5.1 Number of enquiries received from customers since 1995

在 2002 至 03 年度，我們接到並圓滿解答約 7,300 宗電話查詢、2,300 宗書面查詢及 140 宗市民親臨服務中心提出的查詢。圖 5.1 是 1995 年 4 月以來接到的查詢數字。

圖 5.2 是 2002 至 03 年度所接到各類書面查詢的數量。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 2002 至 03 年度，在接到書面查詢後一個月內發出正式回覆的個案超過 99%（服務目標為 95%）。

In 2002/03, we received and provided satisfactory answers to about 7,300 telephone enquiries, 2,300 written enquiries and 140 enquiries at our service counters. Figure 5.1 shows the number of verbal and written enquiries received since April 1995.

Figure 5.2 presents a breakdown by the types of written enquiries received in 2002/03. 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 2002/03, we achieved in providing a full reply to customers within one month from the date of receipt of a written enquiry for more than 99% of the cases (Performance target is 95%).



## 重新評估工商業污水附加費收費率及排污比率 Reassessment of TES Rate and Discharge Factor

非住宅用戶如認為他們排出污水的濃度或排污比率，比比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。表 5.1 列出 2001 至 02 年度和 2002 至 03 年度所收到申請重新評估工商業污水附加費收費率和排污比率的數字。

表 5.2 列出 2002 至 03 年度各種行業申請重新評估工商業污水附加費收費率（重新評估化學需氧量）的情況。

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 in 2001/02 and 2002/03 are shown in Table 5.1. The distribution of applications for reassessment of TES rate (COD reassessment) in 2002/03 by business classification is shown in Table 5.2.

收費準則 Charging Parameter	年內接到的申請數字 Number of applications received in the year	
	2001/02	2002/03
污水濃度（化學需氧量） Effluent Strength (COD)	670	601
排污比率 Discharge Factor	47	38

表 5.1 2001 至 02 年度及 2002 至 03 年度所收到重新評估工商業污水附加費收費率及排污比率的申請  
Table 5.1 Number of applications for reassessment of TES rate and discharge factor in 2001/02 and 2002/03

在重新評估化學需氧值的申請個案中，27 宗因技術或個別原因撤回申請，另有 20 宗遭駁回。在 2002 至 03 年度，511 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，33 宗申請能證明排污比率低於有關規例對該行業所訂數值的 85%。申請重新評估排污比率的個案大多只涉及排污費。

Among all COD reassessment cases, 27 were withdrawn for either technical or individual reasons and 20 cases were rejected. In 2002/03, 511 cases had succeeded 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, 33 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 only.

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	500
屠宰、調製及醃製肉類 Slaughtering, preparing and preserving meat	71
食品加工 Food processing	14
再造紙 Paper recycling	6
汽水／釀酒 Soft drink/Breweries	5
漂染 Bleaching and dyeing	3
奶類產品 Dairy products	2
總數 Total	601

表 5.2 2002 至 03 年度各種行業申請重新評估化學需氧值的情況  
Table 5.4 Distribution of COD reassessment applications in 2002/03 by business classification

## 行業重新分類

需要繳交工商業污水附加費的用戶，通常是按其在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1995年以來所處理有關行業重新分類的申請。2002至03年度，我們共處理237宗申請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並不正確，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2002至03年度，我們共發現612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。

## Business Reclassification

The business classification of a TES account is normally assigned according to that reported during the application for a water meter. 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 1995 is shown in Figure 5.3. In 2002/03, 237 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 2002/03, 612 new TES accounts were identified. The total numbers of accounts identified in the past years are shown in Figure 5.4.

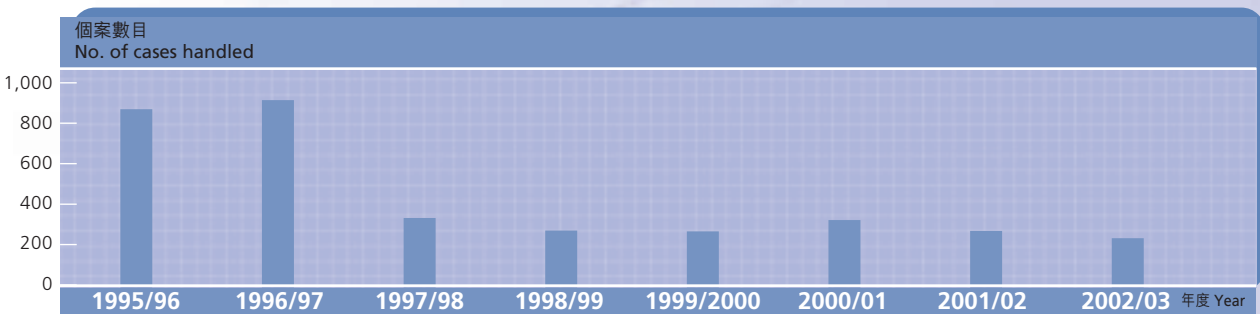


圖5.3 1995年以來所處理有關行業重新分類的申請  
Figure 5.3 Business reclassification applications handled since 1995

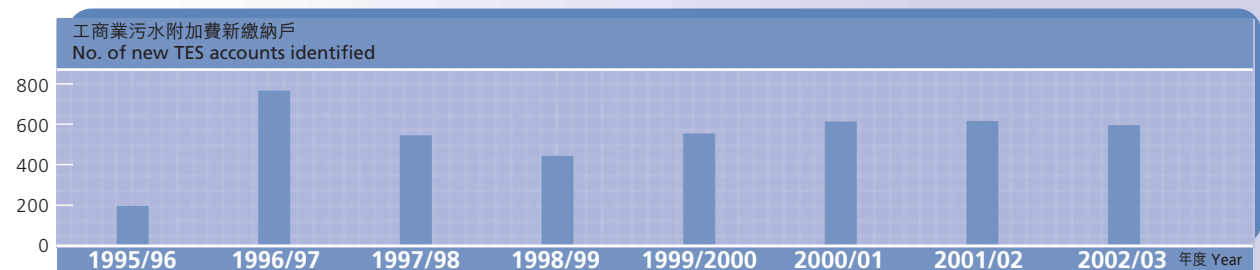


圖5.4 1995年以來所發現工商業污水附加費的新繳納戶  
Figure 5.4 Number of new TES accounts identified since 1995

## 帳單及用水量統計數字

全港自來水用戶約有 255 萬個，其中大約 235 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。

非住宅用戶中，約有 16,000 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，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。

## Billing and Consumption Statistics

There are about 2.55 million water accounts of which about 2.35 million are liable to pay sewage charge. The department will determine whether a premise is connected to public sewerage and, therefore, liable to pay sewage charge while the Water Authority will handle the maintenance of account details and billing matters on our behalf.

In the non-domestic category, about 16,000 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.



圖 5.5 2002 至 03 年度工商業污水附加費繳納戶所屬行業類別  
Figure 5.5 Distribution of TES accounts by trade types in 2002/03

### 行業 Trade Classification

- 餐館業 Restaurants 72.4%
- 洗衣業 Laundries 6.1%
- 紡織及針織服飾 (不包括造鞋業) Textiles and wearing apparel except footwear 12.0%
- 食品製造 Food manufacturing 7.0%
- 漂染業 Bleaching & dyeing 0.5%
- 其他 Others 2.0%

從1998年4月起，我們加強了追收欠款的行動。在2003年3月底，共有838個仍然使用服務的用戶逾期未繳費，總欠款為360萬。我們追收帳款的行動包括發出催繳函及停止供水令。在2002至03年度，我們共發出約1,500份停止供水令，結果成功追討420萬元。

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2003年3月底，共有1,295個終結用戶逾期未繳費，總欠款為1千560萬。在2002至03年度，我們在採取法律行動前，共發出約830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170萬元。

關於用水量、繳費及收費對象的統計數字則載於附錄G。

## 收入及開支

由1998至99年度到2002至03年度污水服務帳目收支摘要見表5.3。截至2003年3月31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在以往大致穩定，主要是因為自引入污水處理服務收費後的收費水平不變。但在2002至03年，總收入則比往年（撇除調解款項後）減少了二億，主要是因為2002年財政預算案所公佈寬免排污費及工商業污水附加費的措施所致。至於2002至03年度的總開支則較去年增加了1億6千600萬元，主要是因為新的污水收集基礎設施相繼啟用。因此，污水服務運作於2002至03年的虧損為11億4千500萬元。

Since April 1998, we have stepped up actions to recover bad debts. As at 31 March 2003 there are 838 active accounts with overdue amount of \$3.6 million. The recovery actions include issuance of reminders and water disconnection orders. In 2002/03, about 1,500 disconnection orders were issued and as a result \$4.2 million was recovered.

For closed accounts with default payment, an action plan on recovering debts was formulated and implemented accordingly. As at 31 March 2003, there are 1,295 closed accounts with overdue of \$15.6 million. In 2002/03, about 830 letters before legal action were issued and about 100 cases had been referred to Department of Justice for legal action. As a result, over \$1.7 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.

## Revenue and Expenditure

The revenue and expenditure in the Sewage Services Operating Accounts from 1998/99 to 2002/03 are summarized in Table 5.3. The account for the year ended March 31, 2003 is shown in details in Appendix H.

The total revenue from SC and TES has been quite steady in the early years, mainly because the level of charges has remained static since the introduction of the charging scheme. However in 2002/03, the overall revenue was lower than that of last year (after deducting effect of amount related to settlement of contract dispute) by \$200 million. 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 \$166 million in 2002/03 as compared with 2001/02 due to newly completed sewerage infrastructures coming into operation. As a result, the deficit of the sewage services operating account was \$1,145 million in 2002/03.

	1998/99	1999/2000	2000/01	2001/02	2002/03
排污費收入 (以百萬計) Sewage Charge Revenue (\$M)	472	478	480	434	287
工商業污水附加費收入 (以百萬計) TES Revenue (\$M)	241	235	240	227	170
其他收入 (以百萬計) Other Revenue (\$M)	31	26	29	777*	31
總收入 (以百萬計) Overall Revenue (\$M)	744	739	749	1,438	488
總開支 (以百萬計) Overall Expenditure (\$M)	(1,110)	(1,352)	(1,376)	(1,467)	(1,633)
差額 (以百萬計) Balance (\$M)	(366)	(613)	(627)	(29)	(1,145)

表 5.3 過去五年污水服務帳目摘要

Table 5.3 Summary of Sewage Services Operating Accounts since 1998/99

\* 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 7 億 5 千萬元

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