經濟部
Ministry of Economic Affairs

台水簡介

TAIWAN
WATER
CORPORATION
PROFILE

台灣自來水公司
TAIWAN WATER CORPORATION

經營理念
Management Philosophy

Quality —— 品質

U

Innovation —— 創新

Credibility —— 信賴

Knowledge —— 專業

隱寓「效率、快速的服務」

"QuICK stands for Quality, Innovation, Credibility, and Knowledge — reflecting our dedication to efficient and responsive service."

建構穩定供水、喝優質水
及享好服務之用水環境

使 命 Mission

提供量足、質優自來水，配合廉能的管理，以達到企業社會責任、永續經營及促進經濟發展目標。

We provide a sufficient supply of high quality tap water, with clean and competent management, in order to achieve corporate social responsibility, sustainable operation and economic development.

Our goal is to build a water environment characterized by stable supply, high-quality water, and excellent service for all users.

願景 Vision

成為國際級自來水事業。

積極強化公司治理制度，實踐企業社會責任，以提升企業競爭力，俾達成為國際級自來水事業之願景目標。

Our vision is to become a world-class provider in the water supply industry.

Actively strengthen corporate governance, and corporate social responsibility so as to enhance our company's competitiveness, and reach the vision of a world-class water industry.

台水總管理處
TWC Head office

141個
供水系統
141 water supply systems

1,432萬噸
每日總出水能力
water production capacity of 14,320,000 CMD (Cubic Meters per Day)

883萬噸
平均每日供水量
average water supply of 8,830,000 CMD

21座
自有水庫
21 self-owned reservoirs

41座
每日5萬噸以上淨水場
41 water Treatment plants over 50,000 CMD

786萬
用戶
Serving 7,860,000 households

1,855萬
供水人口
supplying water for 18,550,000 people

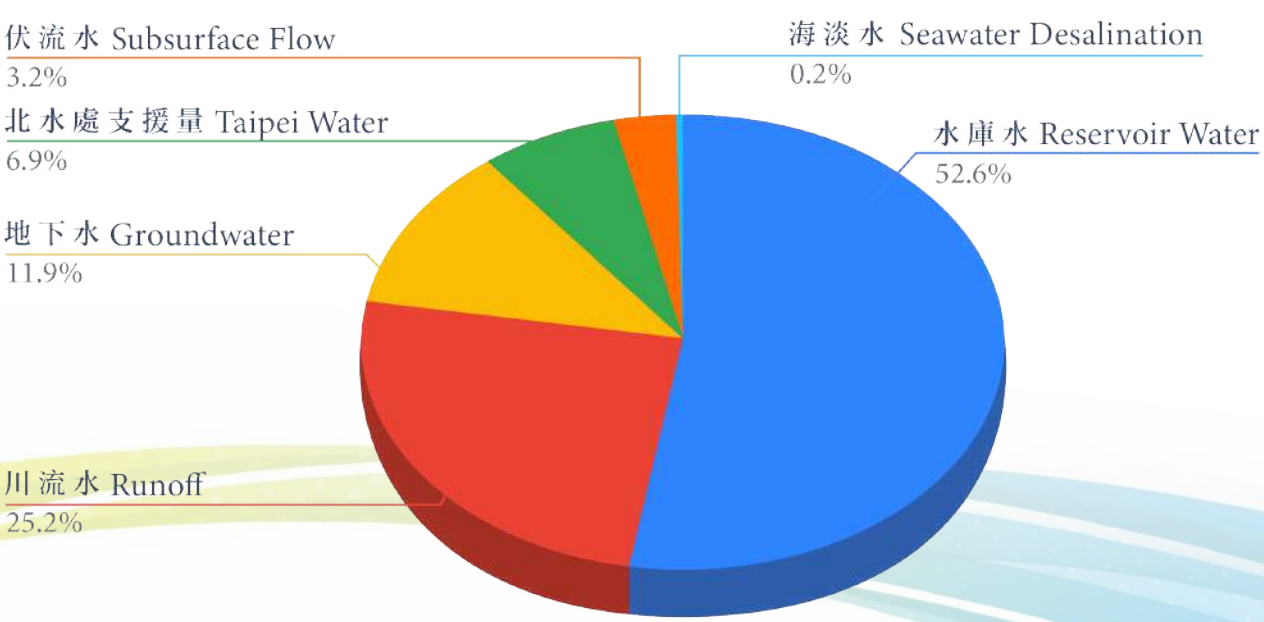
68,467公里
管線長度
68,467 km of water pipelines

1,355戶
每員工平均服務用戶數
On average,serving 1,355 households per employee

備註：資料統計至 113 年
Note：Data as of 2024

未來辦公廳舍示意圖
Future Office Facility Illustration

水源使用分佈圖 Distribution Map of Water Source Usage



70'S

1974 1月 本公司成立，併入全省 55 個水廠
Founding of TWC, January 1974, incorporating 55 waterworks

1975 12月 宜蘭、台東、花蓮等水廠併入本公司
Incorporating waterworks from Yilan, Taitung and Hualien, Dec. 1975

1976 1月 總管理處大樓啟用
Commenced Operation of Head Office, Jan. 1976

1976 3月 全部 128 個水廠合併完成，設 10 個區管理處
Incorporation of 128 waterworks, 10 Branches, March 1976

1976 8月 第十一區管理處成立
Founding of 11th Branch, Aug. 1976

80'S

1980 10月 新山水庫竣工
Completion of Xinshan Reservoir, Oct. 1980

1981 7月 琉球鄉第一條海底輸水管線完工
Completion of the First Submarine Pipeline in Liuqiu Township, July 1981

1984 10月 永和山水庫竣工
Completion of Yongheshan Reservoir, Oct. 1984

1984 12月 鳳山水庫竣工
Completion of Fengshan Reservoir, Dec. 1984

1985 6月 寶山水庫竣工
Completion of Baoshan Reservoir, June 1985

1987 6月 仁義潭水庫竣工
Completion of Renyitan Reservoir, June 1987

1988 10月 第十二區管理處成立
Founding of 12th Branch, Oct. 1988

90'S

1992 5月 豐原淨水場二場一期完工
Completion of the Phase I Construction of Fengyuan 2nd Water Treatment Plant, May 1992

1992 8月 推動水質檢驗品保品管計畫
Promotion of Water Quality Inspection Projects, Aug.1992

新山水庫竣工
Completion of Xinshan Reservoir

鳳山水庫竣工
Completion of Fengshan Reservoir

寶山水庫竣工
Completion of Baoshan Reservoir

鯉魚潭淨水廠第一期淨水廠設備完工

Completion of the Phase I Construction of Water Purification Facilities in Liyutan Water Treatment Plant

完成各營運（服務）所營運營業電腦化作業

Computerize the operations stations

1993 10月 鯉魚潭淨水場一期淨水設備完工

Completion of the Phase I Construction of Water Purification Facilities in Liyutan Water Treatment Plant, Oct. 1993

1993 11月 南化水庫大壩工程竣工

Completion of Nanhua Dam, Nov. 1993

1995 4月 南化淨水場（土建，管線，機電）完工

Completion of the Nanhua Water Treatment Plant , April 1995

1995 9月 澎湖成功海水淡化廠完成出水

Completion and commenced operation of Chenggong Seawater Desalination Plant of Penghu, Sept. 1995

1996 12月 通過 ISO27001 資訊安全管理系統擴大認證

Obtained ISO27001 Certificate, Dec. 1996

1996 12月 完成會計業務電腦化作業

Computerize the Accounting System, Dec. 1996

1997 6月 酬勤水庫通水啟用

Commenced operation of Chouqin Reservoir, June 1997

1997 7月 豐原淨水場二場二期完工

Completion of the Phase II Construction of Fengyuan 2nd Water Treatment Plant, July 1997

1997 9月 全球資訊網站完成建置

Completion of the Corporate Website, Sep. 1997

1998 12月 完成各營運（服務）所營運業務電腦化作業

Computerize the operations stations, Dec. 1998

1999 7月 改隸經濟部成為國營事業機構

Became a state-owned enterprise under Ministry of Economic Affairs, July 1999

1999 7月 南化水庫越域引水工程完成通水

Completion of the Nanhua Reservoir Inter-Basin Water Diversion Project to in July 1999.

00'S

2000 11月 澎湖烏崁海水淡化廠完工出水

Completion of Wukan Seawater Desalination Plant in Penghu, Nov. 2000

澄清湖高級處理設備工程完工

Completion of Chengcing Lake Advanced Water Treatment Facilities

澎湖馬公烏崁 3000 噸海水淡化廠完工啟用

Completion of Wukan 3,000 CMD Seawater Desalination Plant in Magong, Penghu

2001 4 月　推動淨水場污泥資源化

Promoting Sludge Resource Recovery form Water Treatment Plants , April 2001

2001 12 月 新竹科學工業園區供水計畫（楊梅至新竹）完工通水

Completion of the Yangmei-Hsinchu Water Supply Project for Hsinchu Science Park, Dec.2001

2002 1 月　奉准成立「推行責任中心制度專案小組」

Task force for Promotion of the Responsibility Center System, Jan. 2002

2002 4 月　澎湖望安海水淡化廠完工出水

Completion of Wangan Seawater Desalination Plant in Penghu, April 2002

2002 12 月 鯉魚潭淨水場二期淨水設備完工

Completion of the Phase II Water Treatment Facilities at Liyutan Water Treatment Plant, Dec. 2002

2003 7 月　完成 35 個廠所之整併計畫

Completed of the Consolidation Plan for 35 Operations Sites, July 2003

2003 10 月 澄清湖高級處理設備工程完工

Completion of Chengcing Lake Advanced Water Treatment Facilities, Oct. 2003

2003 12 月 南化水庫與高屏堰聯通管路完工

Completion of Water Pipeline Interconnection Project between Nanhua Reservoir and Gaoping River Weir, Dec. 2003

2004 6 月　澎湖馬公烏崁 3000 噸海水淡化廠完工啟用

Completion of Wukan 3,000 CMD Seawater Desalination Plant in Magong, Penghu, June 2004

2004 10 月 琉球鄉第二條海底輸水管線完工

Completion of the Second Submarine Water Transmission Pipeline Project from Linbian to Xiaoliugiu, Oct. 2004

2005 6 月　集集堰下游自來水工程完工啟用

Completion of the Jiji Weir Downstream Water Supply Project, June 2005

2006 6 月　石門淨水場增設 50 萬噸原水蓄水池完工

Completion of a 500,000m^3 Raw Water Reservoir Added to the Shihmen Water Treatment Plant, June 2006

2006 11 月 尖山中繼加壓站完工

Completion of Jianshan Booster Pumping Station, Nov. 2006

拷潭及翁公園增設高級淨水處理設備工程完工

Completion of Advanced Water Treatment Facilities in Kaotan and Wonggongyuan Water Treatment Plants

寶山淨水場第三期擴建工程完工

Completion of Phase III Expansion Project of Baoshan Water Treatment Plant

南化淨水場壩頂取水工程完工

Completion of Crest Water Intake Project at Nanhua Reservior

10'S

2006 11 月 地理資訊系統完成建置

Completion of the Geographic Information System Setup, Nov. 2006

2007 5 月 更名為台灣自來水股份有限公司

Renamed as Taiwan Water Corporation, May 2007

2008 5 月 拷潭及翁公園場增設高級淨水處理設備工程完工

Completion of Advanced Water Treatment Facilities in Kaotan and Wonggongyuan Water Treatment Plants, May 2008

2008 9 月 桃竹雙向供水計畫完工

Completion of the Taoyuan-Hsinchu Biodirectional Water Supply Project, Sep. 2008

2009 7 月 寶山淨水場第三期擴建工程完工

Completion of Phase III Expansion Project of Baoshan Water Treatment Plant, July 2009

2009 7 月 推動各（淨）水廠取得 ISO14001 認證書

Promoting ISO14001 certification for all water treatment plants, July 2009

2009 10 月 民間參與鳳山淨水場淨水設備改善及營運案完工

Completion of Rehabilitation-Operation-Transfer Project of Fongshan Water Treatment Plant, Oct. 2009

2010 6 月 台水 1910 免付費專線及 24 小時客服中心啟用

Launch of the TWC's 1910 toll-free hotline and 24hr Call Center, June 2010

2010 10 月 南化淨水場壩頂取水工程完工

Completion of Crest Water Intake Project at Nanhua Reservior, Oct. 2010

2010 12 月 推動本公司各單位取得臺灣職業安全衛生管理系統（TOSHMS）驗證

Promoting the acquisition of Taiwan Occupational Safety and Health Management System (TOSHMS) certification for all units of Taiwan Water Corporation, Dec. 2010

2011 4 月 大台中區支援彰化送水幹管～大度橋水管橋工程完工

Completion of the Dadu River Pipe Bridge Project to Support cross-regional water transmission form Taichung, April 2011

2011 6 月 大湳淨水場 10 萬噸清水池工程完工

Completion of 100,000m^3 Clear Water Reservoir Project at Danan Water Treatment Plant, June 2011

深溝水源生態園區取得還境教育設施場所認證

Shengou Water Resources Ecological Park Certified as an Environmental Education Facility

南部科學工業園區～高雄園區供水工程完工

Completion of the Water Supply Project for the Southern Taiwan Science Park- Kaohsiung Science Park

后豐大橋水管橋工程完工

Completion of Hofong Bridge Aqueduct Project

2012 4月 深溝水源生態園區取得環境教育設施場所認證

Shengou Water Resources Ecological Park Certified as an Environmental Education Facility, April 2012

2012 4月 集集淨水場二期擴建工程完工

Completion of Phase II Expansion Project of Jiji Water Treatment Plant, April 2012

2012 5月 民間參與增建馬公 5,500 噸海水淡化場興建及營運案完成

Completion of Build-Operate-Transfer (BOT) Project for the Construction and Operation of Magong 5,500 CMD Seawater Desalination Plant, May 2012

2012 7月 南部科學工業園區～高雄園區供水工程完工

Completion of the Water Supply Project for the Southern Taiwan Science Park- Kaohsiung Science Park, July 2012

2012 9月 民間參與澎湖西嶼海水淡化廠興建及營運案完成

Completion of Build-Operate-Transfer (BOT) Project for the Construction of Xiyu Seawater Desalination Plant in Penghu, Sep. 2012

2012 11月 后豐大橋水管橋工程完工

Completion of Hofong Bridge Aqueduct Project, Nov. 2012

2012 12月 龍潭淨水場擴建統包工程完工

Completion of the Design-Build Expansion Project of Longtan Water Treatment Plant, Dec. 2012

2013 1月 豐原一、二場廢水處理設備統包工程完工

Completion of Design-Build Project for Wastewater Treatment Facilities at Fengyuan Water Treatment Plants, Jan. 2013

2013 4月 路竹淨水場統包工程完工

Completion of the Design-Build Project of Luzhu Water Treatment Plant, April 2013

2013 12月 大湳淨水場第三期擴建工程完工

Completion of Phase III Expansion Project of Danan Water Treatment Plant, Dec. 2013

2014 1月 台水成立 40 週年

40th Anniversary of Taiwan Water Corporation, Jan. 2014

澄清湖高質水環境教育園區取得環境教育設施場所認證
Chengqing Lake High-Quality Water Environmental Education Park Certified as an Environmental Education Facility

台東新設成功淨水場工程完工
Completion of the Chenggong Water Treatment Plant project in Taitung

2014 1月 會計管理資訊系統完成改版
Completion of the Revision of the Accounting Management Information system, Jan. 2014

2014 3月 澄清湖高質水環境教育園區取得環境教育設施場所認證
Chengqing Lake High-Quality Water Environmental Education Park Certified as an Environmental Education Facility, March 2014

2014 3月 清洲淨水場第三期擴建工程完工
Completion of Phase III Expansion Project of Qingzhou Water Treatment Plant, March 2014

2014 6月 台中市精機園區 40,000 噸配水池工程完工
Completion of the 40,000 m^3 Distributing Reservoir Project at Taichung Precision Machinery Park, June 2014

2014 9月 台1線曾文溪橋水管橋工程完工
Completion of the Pipeline Bridge Project over the Zengwen River, Sep. 2014

2014 10月 營運管理資訊系統完成改版
Completion of the Revenue Management Information System Upgrade, Oct. 2014

2014 11月 龍形加壓站土建工程完工
Completion of the Longshin Booster Pumping Station Project, Nov. 2014

2014 11月 泰山 25,000 噸配水池完工
Completion of the 25,000m^3 Distribution Reservoir Project in Taishan, Nov. 2014

15'S

2015 2月 台東新設成功淨水場工程完工
Completion of the Chenggong Water Treatment Plant in Taitung, Feb. 2015

2015 3月 曾南烏計畫－高雄地區增設伏流水工程～竹寮集水管完工
Completion of Kaohsiung-Zhuliao Additional Subsurface Water Development Project, March 2015

2015 10月 曾南烏計畫－高雄地區增設伏流水工程～翁公園集水管完工
Completion of Kaohsiung-Wonggongyuan Additional Subsurface Water Development Project, Oct. 2015

板新大漢溪水源南調桃園計畫－
頂山腳加壓站土建工程（續）完工
Completion of Dingshanjiao Booster Pumping Station Project

湖山淨水場新進工程完工

Completion of the Hushan Water Treatment Plant Project

16'S

2015 11 月 曾南烏計畫－潭頂廢水處理設備改善工程完工

Completion of the Wastewater Treatment Facility Improvement Project at Tanding Water Treatment Plant, Nov. 2015

2016 1 月 曾南烏計畫－曾文備用淨水場處理設備改善工程－土建完工

Completion of Zengwen Water Treatment Plant Improvement Project, Jan. 2016

2016 1 月 斗南淨水場 10, 000 噸清水池新建工程（一期）完工

Completion of Phase I of the 10,000m^3 Clear Water Reservoir Project at Dounan Water Treatment Plant, Jan. 2016

2016 6 月 潮新淨水場改善工程～土建完工

Completion of the Improvement Project at Chaoxin Water Treatment Plant, June 2016

2016 7 月 水上淨水場增設 12, 000 噸清水池工程完工

Completion of the 12,000 m^3 Clear Water Reservoir Expansion Project at Shuishang Water Treatment Plant, July 2016

2016 8 月 公文整合線上簽核系統完成建置

Completion of the Online E-document Approval System, Aug. 2016

2016 11 月 板新大漢溪水源南調桃園計畫－頂山腳加壓站土建工程（續）完工

Completion of Dingshanjiao Booster Pumping Station Project, Nov. 2016

2016 12 月 犁頭山配水池加壓站工程完工

Completion of the Litoushan Distribution Reservoir and Booster Pumping Station Project, Dec. 2016

17'S

2017 1 月 湖山淨水場新建工程完工

Completion of the Hushan Water Treatment Plant Project, Jan. 2017

2017 3 月 林口 50, 000 萬噸配水池工程完工

Completion of Linkou 50,000m^3 Distribution Reservoir Project , March 2017

2017 4 月 板新地區供水改善二期工程計畫（第一階段）
－光復抽水加壓站工程完工

Completion of Guangfu Booster Pumping Station Project, April 2017

2017 4 月 板新地區供水改善二期工程計畫（第一階段）
－清水加壓站 1 萬噸配水池工程完工

Completion of 10,000 m^3 Distribution Reservoir Project at the Bansin Qingshui Booster Pumping Station, April 2017

湖山水庫下游自來水工程－前處理設備完工

Completion of Pre-treatment Facilities for Hushan Water Treatment Plant

深水高地配水池重建工程完工

Completion of Shenshui Distribution Reservoir Reconstruction Project

2017 5月 斗南淨水場 10,000 噸清水池新建工程（二期）完工

Completion of Phase II of the 10,000m^3 Clear Water Reservoir Project at Dounan Water Treatment Plant, May 2017

2017 6月 第一區管理處辦公大樓暨總監控中心興建工程完工

Completion of the 1st Branch Office Building and Central Monitoring Center, June 2017

2017 8月 曾南烏計畫－東港溪原水前處理工程完工

Completion of the Raw Water Bio-pre-treatment Project at Donggang River, Aug. 2017

2017 12月 湖山水庫下游自來水工程－前處理設備完工

Completion of Pre-treatment Facilities for Hushan Water Treatment Plant, Dec. 2017

18'S

2018 6月 淡海新市鎮區外中繼加壓站及區內配水池工程完工

Completion of Danhai New Town's External Relay Pumping Station and Internal Water Distributing Reservoir, June 2018

2018 6月 豐原廠淨水設備更新汰換改善工程（每日 10 萬噸）完工

Completion of 100,000 CMD Water Purification Facilities Renovation and Improvement Project for Fengyuan Water Treatment Plant, June 2018

2018 7月 大肚、龍井高地區監理所配水池工程完工

Completion of Dadu, Longjing Distribution Reservoir Project, July 2018

2018 8月 苗栗龍岡 10,000 噸配水池工程完工

Completion of Miaoli, Longgang 10,000m^3 Distribution Reservoir Project, Aug. 2018

2018 12月 曾南烏計畫－深水高地配水池重建工程完工

Completion of Shenshui Distribution Reservoir Reconstruction Project, Dec. 2018

19'S

2019 2月 豐原場新設初沉池工程（食水嵙溪右岸）完工

Completion of Pre-sedimentation Basin of Fengyuan Water Treatment Plant, Feb. 2019

2019 3月 大肚、龍井高地區坪頂配水池工程完工

Completion of Pingding Distribution Reservoir Project, March 2019

坪頂淨水場改善工程完工

Completion of Pingding Water Treatment Plant Improvement Project

高屏溪溪埔伏流水工程完工

Completion of the Gaoping River-Xipu Subsurface Water Development Project

南化水庫防淤隧道工程計畫完工

Completion of the Nanhua Reservoir Desilting Tunnel Project

20'S

2019 4月 坪頂淨水場改善工程完工

Completion of Pingding Water Treatment Plant Improvement Project, April 2019

2019 10月 板新地區供水改善二期工程計畫（第二階段）－浮洲加壓站工程通水

Completion of the Fuzhou Booster Pumping Station Project, Oct. 2019

2020 2月 潮新淨水場二期工程完工

Completion of Phase II of the Chaoxin Water Treatment Plant Project, Feb. 2020

2020 4月 湖山自來水環境教育園區取得環境教育設施場所認證

Hushan Water Environmental Education Park certified as an Environmental Education Facility, April 2020

2020 5月 高屏溪溪埔伏流水工程完工

Completion of the Gaoping River-Xipu Subsurface Water Development Project, May 2020

2020 10月 豐原二場一期淨水設備改善工程完工

Completion of Phase I Water Treatment Facility Improvement Project at Fengyuan NO.2 Water Treatment Plant, Oct. 2020

21'S

2021 1月 潮州營運所成立

Founding of Chaozhou Operation Office, Jan.2021

2021 1月 桃園－新竹備援管線工程計畫通水

Commission of the Taoyuan-Hsinchu Water Supply Backup Pipelines Project, Jan. 2021

2021 2月 高屏溪大泉伏流水工程完工

Completion of the Gaoping River Daquan Subsurface Water Development Project, Feb. 2021

2021 3月 蘭潭淨水場二期擴建工程完工

Completion of Phase II Expansion of Lantan Water Treatment Plant, March 2021

2021 3月 宜蘭南區服務所新建辦公廳完工啟用

Completion of the Office Building of the Yilan Southern District Service Center, March 2021

2021 4月 南化水庫防淤隧道工程計畫完工

Completion of the Nanhua Reservoir Desilting Tunnel Project, April 2021

自來水員工訓練園區

Taiwan Water Corporation Employees Training Campus

大安溪新設水管橋工程完工

Completion of Da'an River New Water Pipeline Bridge Project

玉井營運所取得銀級綠建築標章

Completion of the New Office Building of the Yujing Operation Office (the First Operational Office Certified with a Silver-Level Green Building Label)

2021 4月 馬公增建 4,000 噸海水淡化廠（馬公第二海水淡化廠第一期）新建工程暨委託代操作維護完工

Completion and Commissioned Operation of Magong 4,000CMD Seawater Desalination Plant (Magong 2nd seawater desalination plant - Phase I) , April 2021

2021 5月 自來水員工訓練園區興建工程完工

Completion of the Taiwan Water Corporation Employees Training Campus Project, May 2021

2021 6月 曾南烏計畫－大泉淨水場新建工程－土建及機械完工

Completion of the Daquan Water Treatment Plant Project, June 2021

2021 6月 水上淨水場擴建（三期）工程完工

Completion of Phase Ⅲ Expansion Project of Shuishang Water Treatment Plant, June 2021

2021 7月 屏東區管理處成立

Founding of the Pingtung Branch Office, July 2021

2021 8月 濁水溪伏流水工程完工

Completion of the Jhuoshuei River Subsurface Water Development Project, Aug. 2021

2021 8月 台南二層行 40,000M^3 配水池第一期工程完工

Completion of Tainan Er-Tseng-Hsing 40,000 m^3 Water Distribution Reservoir (Phase I Project, Aug. 2021

2021 9月 大安溪新設水管橋工程完工

Completion of Da'an River New Water Pipeline Bridge Project, Sep. 2021

2021 10月 萬丹淨水場第一期興建工程（土建）完工

Completion of Phase I of the Wandan Water Treatment Plant Project, Oct. 2021

2021 12月 彰濱淨水場新建工程完工

Completion of the Changbin Water Treatment Plant Project, Dec. 2021

22'S

2022 1月 玉井營運所新建辦公廳完工啟用（第一個取得銀級綠建築標章之營業辦公廳）

Completion of the New Office Building of the Yujing Operation Office, Jan.2022 (the First Operational Office Certified with a Silver-Level Green Building Label)

2022 3月 大樹營區增設電氣及儀控設備工程完工

Completion of the Electrical and Instrumentation Equipment Expansion Project at Dashu Barracks, March 2022

三義交流道至三義減壓池 1000㎜
管線接續工程（潛盾）完工
Completion of 1,000mm Pipeline Connection Project (Tunneling Method) Sanyi Interchange to Sanyi Pressure Reducing Tank,

曾文淨水場擴建第一期工程完工
Completion of the Tsengwen Water Treatment Plant Expansion Phase I Project

2022 4月 九如淨水場新建工程（土建）完工
Completion of Jiuru Water Treatment Plant Project, April 2022

2022 6月 屏東第二淨水場工程－土建完工
Completion of Pingtung Second Water Treatment Plant Project, June 2022

2022 8月 三義交流道至三義減壓池 1000㎜ 管線接續工程（潛盾）完工
Completion of 1,000mm Pipeline Connection Project (Tunneling Method) Sanyi Interchange to Sanyi Pressure Reducing Tank, August 2022

2022 8月 旗津區第二條過港送水管工程通水
Commissioning of Cijin Second Cross-Harbor Water Transmission Pipeline Project, August 2022

2022 11月 自來水公司辦公園區興建工程開工
Taiwan Water Corporation Office Park Construction Project Begins, November 2022

23'S

2023 3月 關西淨水場廢水處理設備工程完工
Completion of Wastewater Treatment Facility Project at Guanxi Water Treatment Plant, March 2023

2023 5月 曾文淨水場擴建第一期工程完工
Completion of the Tsengwen Water Treatment Plant Expansion Phase I Project, May 2023

2023 6月 屏東內麟淨水場新建工程－土建完工
Completion of Pingtung Nei-Lin Water Treatment Plant Project, June 2023

2023 6月 員崠淨水場擴建統包工程完工
Completion of the Designed-Build Project for the Expansion of Yuandong Water Treatment Plant, June 2023

2023 11月 台中市聚興 4 萬立方公尺配水池工程完工
Completion of the 40,000 m^3 Juxing Water Distribution Reservoir Project, November 2023

屏東內麟淨水場新建工程－土建完工
Completion of Pingtung Nei-Lin Water Treatment Plant Project

台中市聚興 4 萬立方公尺配水池工程完工
Completion of the Taichung Juxing 40,000 m3 Water Distribution Reservoir Project

屏東鹽埔淨水場新建工程－土建完工

Completion of Pingtung Yanpu Water Treatment Plant Project

新設後龍溪北勢橋水管橋工程完工

Completion of the Houlong River Beishi Bridge Aqueduct Project

24'S

2023 11 月 板新 24,000 立方公尺清水池新建工程啟用

Commissioning of the Banxin 24,000 m^3 Water Reservoir Project, November 2023

2023 12 月 屏東竹田淨水場新建工程－土建完工

Completion of Pingtung Zhutian Water Treatment Plant Project, December 2023

2024 1 月 台水成立 50 週年

50^{th} anniversary of Taiwan Water Corporation, Jan. 2024

2024 4 月 台中服務所搬遷新址

Relocation of Taichung Service Office, April 2024

2024 6 月 屏東鹽埔淨水場新建工程－土建完工

Completion of Pingtung Yanpu Water Treatment Plant Project, June 2024

2024 9 月 新設後龍溪北勢橋水管橋工程完工

Completion of the Houlong River Beishi Bridge Aqueduct Project, September 2024

2024 10 月 馬公海水淡化廠環境教育園區取得環境教育設施場所認證

Magong Seawater Desalination Plant Environmental Education Park has been certified as an Environmental Education Facility, October 2024

2024 11 月 草屯淨水場新建工程完工

Completion of the Caotun Water Treatment Plant Project, November 2024

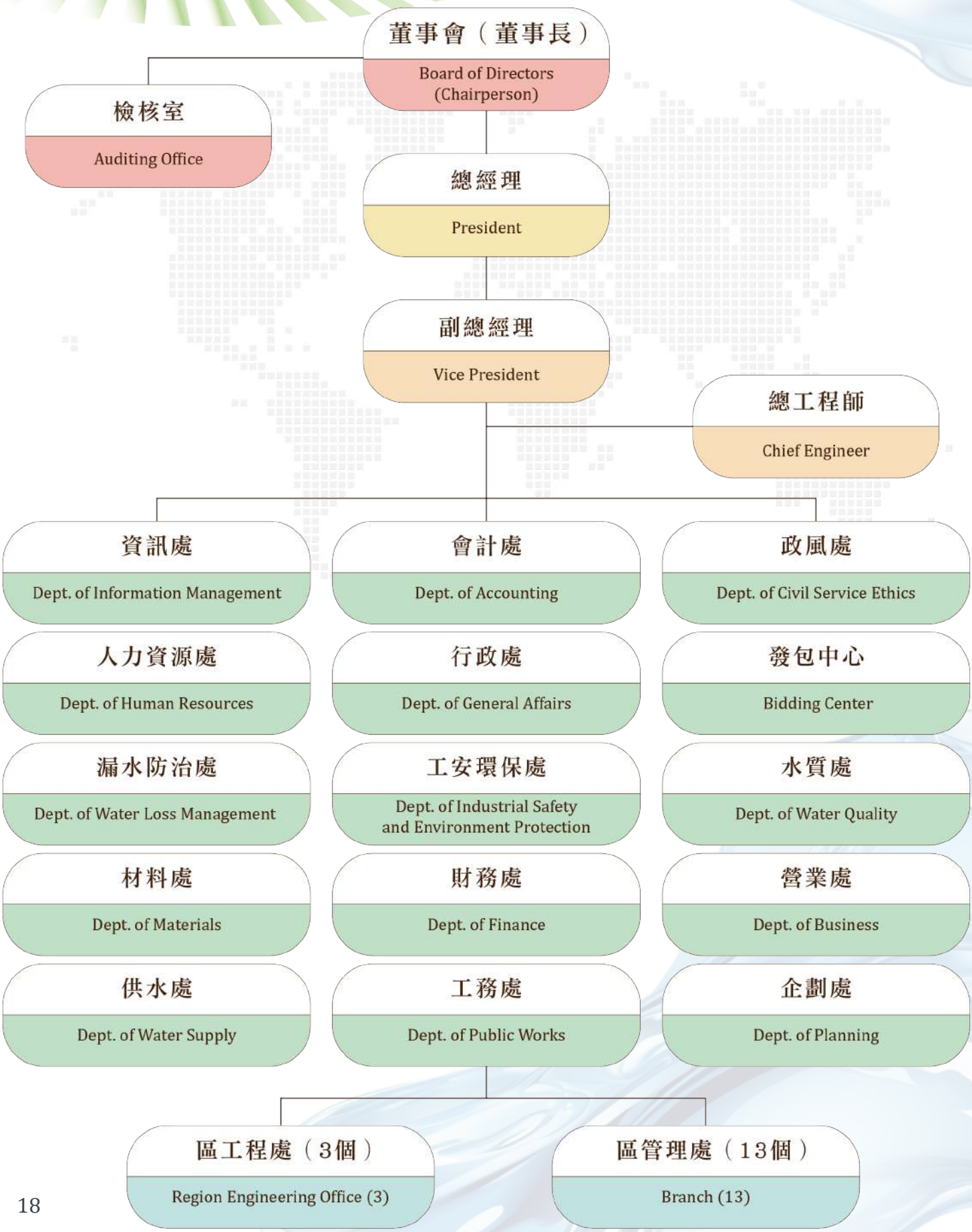
馬公海水淡化廠環境教育園區取得環境教育設施場所認證

Magong Seawater Desalination Plant Environmental Education Park has been certified as an Environmental Education Facility

草屯淨水場新建工程完工

Completion of the Caotun Water Treatment Plant Project

組　織　圖
Organization Chart



經營策略
Business Strategies

量足質優
Sufficient Volume and High Quality

1

- 多元化水源開發
  Diversified Water Resources Development
- 持續降低漏水
  Reducing water loss
- 設置備援管線
  Construction of Back-up Transmission Mains
- 淨水場現代化
  Modernization of Water Treatment Plants
- 強化緊急應變
  Strengthening emergency response capabilities
- 推動全流程水安全
  Promote end-to-end water safety

服務深化
Service Enhancement

2

- 提升便民服務
  Enhance customer-friendly services
- 提升供水普及率
  Improve water supply coverage

組織優化
Organizational optimization

3

- 強化人力配置與傳承
  Strengthen workforce planning and knowledge transfer
- 推動管理革新
  Promote management innovation
- 厚植資訊及AI應用能力
  Enhance capabilities in information technology and AI applications

淨零排放
CNet-zero emissions

4

- 提升能源效率
  Improve energy efficiency
- 發展綠色能源
  Develop green energy
- 推行綠色辦公
  Promote green office practices
- 提供綠色服務
  Deliver eco-friendly services
- 加強綠色生產及資源有效利用
  Strengthen green production and efficient use of resource

財務穩健
CFinancial stability

5

- 增加收益
  Increasing revenue
- 降低成本
  Cut costs

近 3 年重大自來水建設

Major Water Supply Infrastructure Projects in the Past 3 Years

1 桃園－新竹備援管線工程計畫
107 年至 113 年

- 本計畫經費為前瞻基礎建設計畫特別預算，總經費 28.72 億元。
- 為遭遇枯旱水源不足時，石門水庫跨區支援新竹地區輸水能力由現況每日 4.6 萬立方公尺提升至 20 萬立方公尺（增加 15.4 萬立方公尺）。除具有複線功能外，更能解除枯水期供水不足窘境，作為乾旱期之緊急備援設備，可調配北部地區用水資源，穩定桃竹地區供水，滿足工商產業發展需求。

Taoyuan-Hsinchu Water Supply Backup Pipelines Project
From 2018 to 2024

Project budget is a special budget for the Forward-Looking Infrastructure Development Program, with a total of 2.872 billion NTD.

In case of drought leading to inadequate water sources, Shihmen Reservoir will offer increased cross-area support capacities for the Hsinchu area, from the current 46,000 CMD to 200,000 CMD (with an increase of 154,000 CMD). Apart from backup pipeline functions, it may also solve problems of inadequate water supply during droughts, serving as an emergency backup facility during droughts, allocating water resources of Northern Taiwan Areas, stabilizing water supply of the Taoyuan-Hsinchu Area, and fulfilling the needs of industrial and commercial development.

2 台南山上淨水場供水系統改善工程計畫

108 年至 114 年

- 本計畫經費為前瞻基礎建設計畫特別預算，總經費 28 億元。
- 本公司配合該計畫辦理山上淨水場改善工程（新設每日5萬立方公尺）及送水管線工程（埋設§1,200mm DIP13.5 公里）。本計畫完成後，山上淨水場可直接提供南科園區達飲用水水質標準之自來水，潭頂淨水場不再處理原山上淨水場之二次處理水源，釋出台南地區淨水場處理能力。潭頂淨水場及南化淨水場下游原有輸水至南科台南園區之管線可與本計畫送水管線相互備援，提升輸水管網備援能力，降低台南地區民生及產業供水風險。

Tainan Shanshang Water Treatment Plant and Downstream Transmission Pipelines Project

From 2019 to 2025

Project budget is a special budget for the Forward-Looking Infrastructure Development Program, with a total of 2.8 billion NTD.

Based on the Forward-Looking Infrastructure Program, Taiwan Water Corporation processes the Shanshang Water Treatment Plant Construction (new installation of 50,000 CMD) and Downstream Pipelines Construction (buried 1,200mmDIP over 13.5 km). Upon completion of the project, Shanshang Water Treatment Plant may directly provide Tainan Science-Based Industrial Park with potable water which is in line with the drinking water quality standard, then Tanding Water Treatment Plant doesn't need to do the secondary processing for treated water from Shanshang Water Treatment Plant, and it will release the spare capacities for supplying Tainan Areas. The original downstream pipelines at Tanding and Nanhua Water Treatment Plants which provided water to the Tainan Science-Based Industrial Park (Tainan Park) may support each other with the downstream pipelines of the project, thereby enhancing network backup capabilities, and lowering the risk for water supply disruption to households and industries in the Tainan Area.

3 烏嘴潭人工湖下游自來水工程計畫
108 年至 115 年

- 本計畫總經費 123.6 億元。
- 配合水利署「烏嘴潭人工湖」興建，有效利用烏溪豐水期餘水，經由自來水系統供應彰化及南投（草屯）地區之生活用水需求，以減少地下水抽取量，以期能減緩地層下陷。本公司配合辦理下游淨水場及送水管，以滿足民國 120 年彰化（每日 21 萬立方公尺）及南投（草屯）地區（每日 4 萬立方公尺）之生活用水需求。

Wuxi Niaozueitan Artificial Lake Downstream Water Supply Project
From 2019 to 2026

Budget: 12.36 billion NTD

In coordination with the Water Resources Agency's " Niaozueitan Artificial Lake " project, this initiative aims to effectively utilize surplus water from the Wu River during high-flow periods to supply domestic water to Changhua (210,000 CMD) and Nantou (Caotun) (40,000 CMD) via the tap water system by 2031. This will reduce groundwater extraction and help mitigate land subsidence. Our company is responsible for building the necessary downstream water treatment plants and transmission pipelines.

4 南化場至豐德配水池複線送水幹管工程（南化場至左鎮）計畫

108 年至 114 年

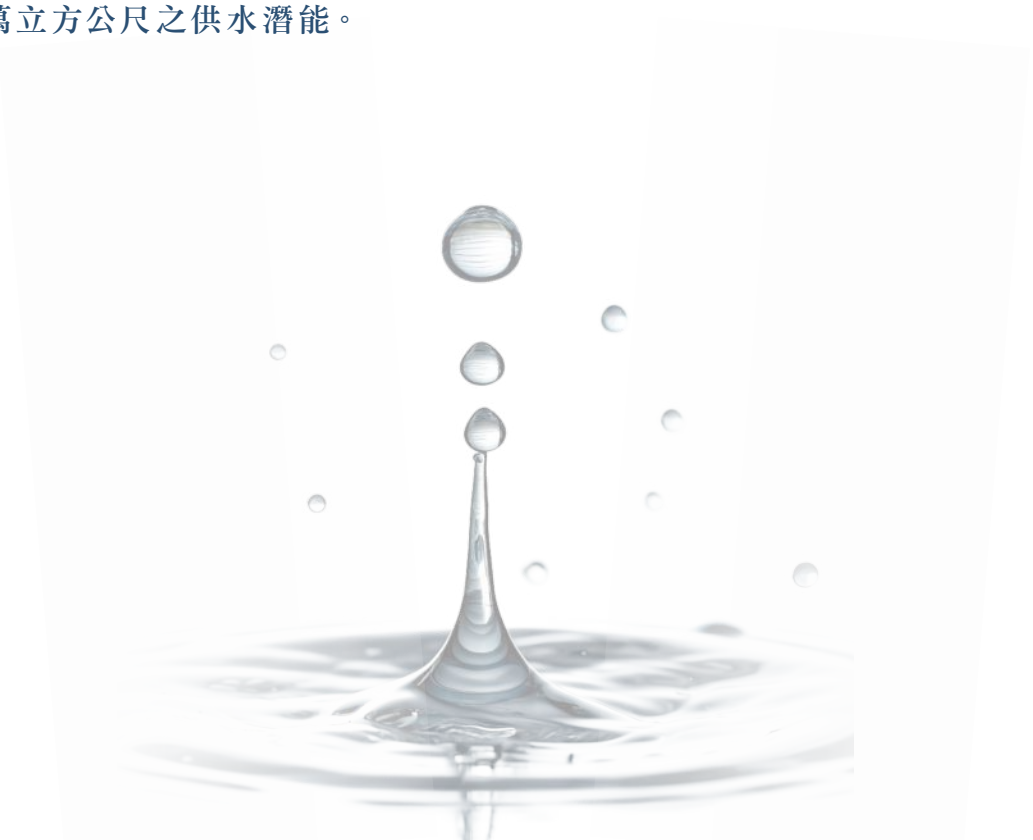
- 本計畫總經費 57.49 億元。
- 將銜接民國 102 年已完成左鎮至豐德配水池間新設§ 2,400㎜送水管線，從南化場至豐德配水池全線送水幹管送水能力可達每日 80 萬立方公尺。新設§ 2,400㎜送水管線供水後，現有§ 2,000㎜鋼管管線，方能逐步予以更換；搭配本新設送水管線，雙線送水能力可達每日 124 萬立方公尺，可因應水利署未來「南化水庫二期」及「曾文水庫越域引水」兩大計畫完成後每日 124 萬立方公尺之供水潛能。

Transmission main Backup Pipeline Project from Nanhua Water Treatment Plant to Fengde Distribution Reservoir (Nanhua Water Treatment Plant to Zuojhen)

From 2019 to 2025

Budget: 5.75 billion NTD

The project will connect with the newly established 2,400-mm main from Zuojhen to Fengde Distribution Reservoir completed in 2013. The total transmission capacity of the mains from Nanhua Water Treatment Plant to Fengde Distribution Reservoir may reach up to 800,000 CMD. After the newly established 2400-mm main is in service, the existing 2000-mm steel main may be replaced gradually. After connecting to the newly established main of the project, the transmission capacity of the two mains may reach up to 1,240,000 CMD, and may offer a water supply potential of 1,240,000 CMD to respond to the two major projects of the Water Resources Agency in the future ('Nanhua Reservoir Phase II' and 'Zengwen Reservoir Cross-Regional Water Diversion').



5 曾文南化聯通管工程計畫
108 年至 113 年

- 本計畫經費為前瞻基礎建設計畫特別預算，總經費 120 億元（含本公司自籌合計 3.71 億元）。
- 本公司配合本計畫施作南化淨水場銜接管段工程，本計畫完成後，曾文南化聯通管（輸水管路，管路設計輸水能力為每日 80 萬立方公尺）可使曾文水庫庫水可直接支援供應南化淨水場及南化高屏聯通管，增加區域水資源調度及備援能力，強化南部地區公共用水之抗限缺水能力，供水穩定進而促進產業發展，提高南部區域生活品質。

Zengwen-Nanhua Reservoir Interconnecting Pipelines Project
From 2019 to 2024

Project budget is a special budget for the Forward-Looking Infrastructure Development Program, with a total of 12 billion NTD (including the total of 371 million NTD self-raised by Taiwan Water Corporation).

In response to the project, Taiwan Water Corporation is in charge of implementing the connecting pipeline between Nanhua Water Treatment Plant and the Zengwen-Nanhua Interconnecting Pipelines. Upon completion of the project, Zengwen-Nanhua Interconnecting Pipelines (designed capacity shall reach 800,000 CMD), it will allow water from Zengwen Reservoir to directly support the Nanhua Water Treatment Plant and Nanhua-Gaoping Interconnecting Pipelines, thereby increasing the allocating and backup capabilities for regional water resources, and enhancing resistance to water suspension of public water supply in Southern Taiwan Areas. Stable water supply will then support the development of industries, raising living standards in Southern Taiwan Areas.

6 離島地區供水改善計畫第二期
108 年至 113 年

- 本計畫經費為前瞻基礎建設計畫特別預算，總經費 19.5 億元（含本公司自籌合計 0.5 億元）
- 本公司配合本計畫興建吉貝嶼 600 噸海淡廠、興建七美嶼 900 噸海淡廠及興建馬公 6,000 噸海淡廠。計畫完成後，可增加地下水替代水源及提升海淡水備援能力，可配合枯水期及觀光季節彈性減抽地下水。

Phase II of the Offshore Islands Water Supply Improvement Project
From 2019 to 2024

Project budget is a special budget for the Forward-Looking Infrastructure Development Program, with a total of 1.95 billion NTD (including the total of 50 million NTD self-raised by Taiwan Water Corporation)

For this project, Taiwan Water Corporation will construct a 600CMD Seawater Desalination Plant for Jibei Yu, a 900CMD Seawater Desalination Plant for Qimei Yu, and a 6,000CMD Seawater Desalination Plant for Magong City. Upon completion of the project, substitute water sources of underground water shall be increased, and seawater desalination backup capability shall also be enhanced, to act in concert with elastic underground water reducing withdraw policy in droughts and tourism hot seasons.

7 第四期自來水延管工程－無自來水地區供水改善計畫
111 年至 113 年

- 本計畫經費為前瞻基礎建設計畫特別預算，總經費 57.76 元（含本公司自籌合計 4.19 億元）
- 為改善無自來水地區之居住品質，促進地方均衡發展，亦達成政府照顧尚無自來水地區民眾之德政，並可減少傳染病發生或蔓延，大幅提升全民健康水準。

Water Pipelines Extension Project -Water Supply Improvement Plan for Non-Tap Water Areas
From 2022 to 2024

Project budget is a special budget for the Forward-Looking Infrastructure Development Program, with a total of 5.776 billion NTD (including the total of 419 million NTD self-raised by Taiwan Water Corporation)

To improve the living quality of areas not serviced by public water networks, and to promote balanced development for relevant regions, the project reflects the government's goal to care for residents of areas not serviced by public water networks, reduces the occurrence or spread of infectious diseases, and thereby boosts the level of citizen health.

8 備援調度幹管工程計畫
110 年至 115 年

- 本計畫經費為前瞻基礎建設計畫特別預算，總經費 199.5 億元（含本公司自籌合計 89.43 億元）
- 可備援原有管線供水量及區域調度供水量，提高供水穩定、降低破管風險、增加區域供水調配彈性等。

Backup Transmission Main Project

From 2021 to 2026

Project budget is a special budget for the Forward-Looking Infrastructure Development Program, with a total of 19.95 billion NTD (including the total of 8.943 billion NTD self-raised by Taiwan Water Corporation)

It can provide backup for the original pipeline water supply and regional water dispatch volume, thereby enhancing water supply stability, reducing the risk of pipe bursts, and increasing the flexibility of regional water allocation.

9 新竹科學園區
竹南銅鑼基地供水計畫
111 年至 115 年

- 本計畫總經費 14.96 億元（含竹科 3.38 億元；台積電 3.58 億；本公司 8 億元）
- 強化鯉魚潭淨水場北送苗栗山線之供水能力，並滿足未來沿線民生、工業之用水需求（北送供水能力可提升至常態 8 萬 CMD、備援 12 萬 CMD，目前受限於伯公坑中繼加壓站尚未興建，最大量僅可北送 4.7 萬 CMD）。

Hsinchu Science Park Zhunan and Tongluo Base Water Supply Project

From 2022 to 2026

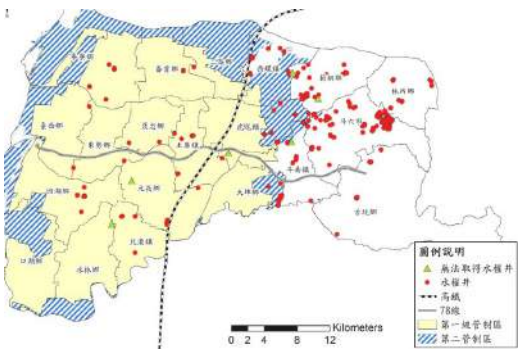
Total BudgetNT1.496 billion (includes NT$338 million from Hsinchu Science Park, NT$358 million from TSMC, and NT$800 million from TWC company)

Objective : To enhance the water supply capacity from Liyutan Water Treatment Plant northward to the Miaoli Mountain Area and meet the future water demand for both residential and industrial use along the route. (The northward water supply capacity can be increased to a regular 80,000 CMD and a backup of 120,000 CMD. Currently, the maximum northward supply is limited to 47,000 CMD due to the Unconstructed Bogongkeng Intermediate Booster Station.)

10 大安大甲溪聯通管工程計畫

110 年至 115 年

- 本計畫總經費 152.18 億元（本公司執行 54.52 億元）
- 聯合運用大甲溪及大安溪水源與鯉魚潭水庫等相關淨水設施，提升供水系統之效率，使具有增供水量 25.5 萬 CMD、提升備援能力及水源調度，以達大台中地區供水穩定之目標。



11 彰雲工業水井用水戶辦理自來水供水管線工程計畫

114 年至 117 年

- 計畫總經費 4.6 億元
- 配合湖山水庫及鳥嘴潭人工湖增供地面水供水能量，整合雲林及彰化地區自來水管網檢討成果，逐步推動雲彰工業水井用水戶之自來水輸水管供水工程計畫，埋設 ϕ 100mm 至 ϕ 300mm 管線長約 20 公里
- 減少雲彰地區工業水井地下水抽取量約 296.96 萬噸（年）

Da'an-Dajia River Water Pipeline Interconnection Project

From 2021 to 2026

Total Budget : NT$15.218 billion (with NT$5.452 billion executed by this company)

Objective : To jointly utilize the water resources of the Dajia River and the Da'an River, along with related water purification facilities such as the Liyutan Reservoir, to enhance the efficiency of the water supply system. This will achieve an increased water supply of 255,000 CMD, improve backup capacity and water resource allocation, thereby achieving the goal of stable water supply in the Greater Taichung Area.

Water Pipeline Project for Supplying Tap Water to Industrial Well Users in Changhua and Yunlin

From 2025 to 2028

Budget: 460 million NTD

In coordination with the increased surface water supply capacity of Hushan Reservoir and Niaozuitan Artificial Lake, and based on the integration and review of the public water supply pipeline networks in Yunlin and Changhua Regions, this project aims to progressively implement a water transmission pipeline plan to supply tap water to industrial well users in these regions. Approximately 20 kilometers of pipelines ranging from ϕ100mm to ϕ300mm in diameter will be installed.

A reduction of approximately 2.9696 million tons of groundwater extraction per year from industrial wells in the Changhua and Yunlin Regions.

降低漏水率

Water Loss Reduction

降低漏水率計畫（102至113年）
Water Loss Reduction Plan (2013-2024)

為了加速降低漏水率，本公司於102年11月4日奉行政院核定辦理「降低漏水率計畫（102至113年）」，於12年間投入經費1,003億元，採用國際間常用的「水壓管理」、「修漏之速度及品質」、「主動防治漏水」、「管線及資產管理」等4大策略，漏水率已由101年底19.55%降至113年底11.99%，每年約可節省2.64億立方公尺水量，約為5.22座湖山水庫有效蓄水容量。

In order to accelerate the water loss reduction plan, TWC pursued “Water Loss Reduction Plan (2013-2024)” approved by the Executive Yuan on November 4, 2013, with 100.3 billion yuan invested in 12 years, adopting four international major water loss reduction strategies, “pressure management", “speed and quality of repairs", “active leakage control”, and "pipeline and asset management”. Since then, the leakage rate has reduced from 19.55% in 2012 to 11.99% in 2024, saving approximately 264 million cubic meters of water each year, which is equivalent to the effective water storage capacity of 5.22 Hushan Reservoirs.

國際間常用的降低漏水率 4 大策略
Four international major water loss reduction strategies

降低漏水率計畫（114至121年）
Water Loss Reduction Plan (2025-2032)

本公司於114年1月9日奉行政院核定辦理「降低漏水率計畫（114至121年）」，預計於8年間投入經費808億元，以工程為主、維護為輔、因地制宜、合理分配之策略，持續推動降漏工作，採「積極降漏」與「維護管理」2個面向雙軌並行，並以智慧方式管理及改善漏水，以大數據分析漏水熱區，進而執行汰換管線及漏水調查，維護管理管網體質，預計121年底漏水率再降至9.77%，每年約可再節省5,910萬立方公尺水量，約為1.17座湖山水庫有效蓄水容量。

TWC is scheduled to pursue “Water Loss Reduction Plan (2025-2032)” approved by the Executive Yuan on January 9, 2025. It is estimated that 80.8 billion yuan will be invested in the next eight years. We will continue to promote leakage reduction efforts with a strategy focused on engineering as the main approach, maintenance as a supplement, adapting measures to local conditions, and ensuring reasonable allocation. We adopt a dual-track approach of "active leakage reduction" and "maintenance management" to manage and improve leakage in an intelligent way. We also find out high leakage risk area according to big data analytics, and then replace pipelines and conduct leakage investigations to maintain and ensure the quality of the pipeline network. It is estimated that the leakage rate will be reduced to 9.77% by the end of 2032, which will save an additional 59.1 million cubic meters of water each year, equivalent to the effective water storage capacity of 1.17 Hushan Reservoirs.

水質安全
Drinking Water Safety

設置現代化水質監測暨精密水質檢驗儀器設備
Upgrading with modern water quality monitoring and precision testing instruments and equipment

配合淨水處理設備現代化計畫，設置各種現代化水質監測儀器加強水質監測，並於主要河域加裝油污自動監測設備及原水生物 養魚監測系統，強化原水水質污染預警機制，提升供水應變能力，確保供水安全。

油污自動監測設備
Early detection system for oil on water

In keeping with the Water Treatment Equipment Modernization Project, modern water quality monitoring instruments are set up to reinforce the monitoring of water quality. Moreover, online oil monitoring equipment and aquatic-aided raw water monitoring systems are installed in major rivers to strengthen the alert system for raw water pollution, enhancing the water supply emergency response capability, to ensure the safety of water supply.

提昇水質檢驗技術，確保飲用水水質安全

Advancing water quality inspection technology, ensuring the safety of drinking water

液相層析/串聯式質譜儀應用於檢測水中新興污染物（如持久性難分解有機物、農藥、全氟及多氟烷基物質）

A LC/MS-MS instrument is used for detection Contaminants of Emerging Concern(e.g. Persistent Organic Pollutants、pesticide、PFAS) in water.

本公司各區管理處水質課係財團法人全國認證基金會（TAF）認證之實驗室。

The Water Quality Division of each District Administration are laboratory certified by the Taiwan Accreditation Foundation (TAF)

引進最新檢驗技術與設備，並建立多重屏障，以確保飲用水水質安全。

Importing advanced technology and equipment, and establish mul-tiple barriers to ensure the safety of drinking water quality.

建置水質行動檢驗室
Mobile Water Quality Testing Lab

當水質污染事件發生或用戶反映水質異常時，水質行動檢驗車可快速前往現場，進行一系列的操作，包括污染範圍的確定、替代水源的可行性評估、淨水場流程及配水系統復舊等措施。同時，現場需要進行迅速且持續的水質檢測，以便採取適當的應對措施，這將有助於限制污染範圍擴散並縮短復水所需的時間。這樣的行動可以確保飲用水的水質安全，並提高民眾對供水系統的信心。

水質行動檢驗室
Mobile Water Quality Testing Lab

When a water contamination incident occurs or users report ab-normal water quality, the "Mobile Water Quality Testing Lab" can swiftly arrive at the site to perform a series of operations. These include identifying the extent of contamination, evaluat-ing the feasibility of alternative water sources, and restoring the operations of water treatment plants and distribution sys-tems. Concurrently, rapid and continuous on-site water quality testing is conducted to facilitate appropriate responsive measures. Such actions help limit the spread of contamination and shorten the recovery time required to restore water supply, thereby ensuring the safety of drinking water quality and en-hancing public confidence in the water supply system.

建置現代化的「實驗室資訊管理系統」
Institution of a modern laboratory information management system for TWC analytical laboratories

水質資料提供民眾上網立即查詢
Providing instant on-line inquiry on water quality to the general public

各主要供水區域水質資訊，公佈於：
Water quality information for various regions available on:

1. 本公司網站：
TWC website :

http://www.water.gov.tw

2. 政府公開資訊平台：
Open Data :

http://data.gov.tw

服　務　網
SERVICE NETWORK

本公司各區供水範圍
Water Supply Areas

單一窗口服務
One-stop Service

全台96個服務據點設置全功能服務櫃台，實施「一處收件、全程服務」，由受理、繳費及取據等各項服務在同一櫃台即可完成，除可減少用戶臨櫃申請等待時間，並提供即時連線之查詢服務。

網路單一窗口設置網路e櫃台，提供線上查詢、線上繳費、線上申辦等服務，用戶不必出門也能完成各項申辦，達成政府「多用網路、少用馬路」電子化政策。

96 service stations were established and provide users “One-Stop Service” such as acceptance, payment and issuance of receipts may be completed at the same time. It not only can reduce the waiting time but also provide instant inquiry services.

The user can also use the online services that provide online inquiry, online payment, online application, etc. Users may complete the various applications without having to leave home, achieving ‘More Internet, less going out’ digitalization policy of the government.

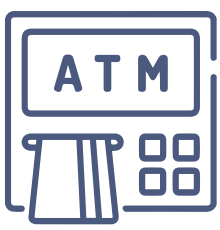
便捷多元繳費服務
Convenient and Diverse Payment Service

手機掃瞄 QR Code 連結網路 e 櫃台線上刷卡繳費，或以台灣 Pay、Pi 拍錢包、街口支付、ezPay 簡單付、LINE Pay、嗶嗶繳等行動支付 APP 繳水費。

Scan the QR Code with mobile devices to connect to online service and pay online. Apps such as Taiwan Pay, Pi, JKO Pay, ezPay, LINE Pay, BeePay support mobile payment for water fees.

委託郵局、金融機構轉帳扣繳或代收、四大超商臨櫃代收水費。

Delegate the post office, financial organizations for remittance payment or to collect payment. Also,four major convenience stores to collect water fees in person.

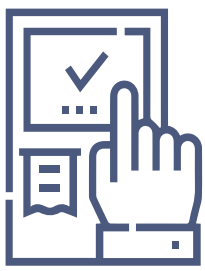


利用電話語音、土地及彰化銀行 ATM 繳費。

Via voice payment service through telephone voice,Land Bank or Chang Hwa Bank ATM

利用四大超商多媒體事務機（KIOSK）、網路繳費。

To use multimedia business machine (KIOSK) of the four major chain convenience stores, or online payment over the internet.



客服中心
Customer Service Center

配合政府電子化便民服務，本公司充分運用現代資訊和通訊科技，提高行政效能，以創新 e 化整合服務及流程改造，將全台 13 個區管理處話務業務整合。為利民眾查詢汛期停復水及緊急搶修進度資訊，已於 99 年完成建置 24 小時客服中心，實施「1910」免付費服務專線，民眾對於水費、供水品質，或「我家停水要到什麼時候才會復水？」…等用水問題，不必親自跑一趟，或是等上班時間才能撥電話，只要手機或市話直撥「1910」簡碼，將有專人受理及服務。並將受理之用戶反應問題或陳情、抱怨，歸類、統計分析，作為未來供水改善及公司經營策略方向，期望以「台水 1910 一通就靈」，拉近公司與用戶距離，傳遞本公司服務用戶之真誠、效率、同理心。

In conjunction with the e-Government services, Taiwan Water Corporation (TWC) has utilized modern IT and communication technologies to enhance our administrative efficiency. Through the innovative, integrated e-services and Business Process Reengineering , TWC has centralized the call center operations of all 13 regional branches. To allow more convenient inquiry by the user for the information on the repairing schedule or the progress of urgent cases during the flood season, the toll-free hotline “1910” and the 24hr Call Center was established in 2010. The user would not have to come to the service station in person, or wait to call in during office hours for any question about billing, water quality, “ When will the water supply be restored ?” , etc. Simply dial 1910 and our service team will promptly assist you. All the users’ questions, appeals, or complaints that are received will be categorized and statistically analyzed for consideration on improving future water supply and business strategies. We aim to serve our users with sincerity, efficiency, and empathy through our "TWC 1910 - One Call Does It All" initiative, bridging the gap between the Corporation and the people.

客服中心服務流程示意圖
Call Center Service Flow Chart

資訊科技與應用
Information Technology and Application

雲端架構資訊平台
Cloud Infrastructure Information platform

結合企業策略，建置雲端平台。

Establish a cloud platform in alignment with corporate strategy.

資訊向上集中，有效結合網路化工作流程、業務、供水及企業資源規劃。

Centralize information to effectively integrate networked workflows, business operations, water supply systems, and enterprise resource planning.

避免使用者重複登錄，降低操作難度，有效協助管理使用者權限。

Avoid user duplicating logins, reducing operation complexity, and effectively assist user permission of management.

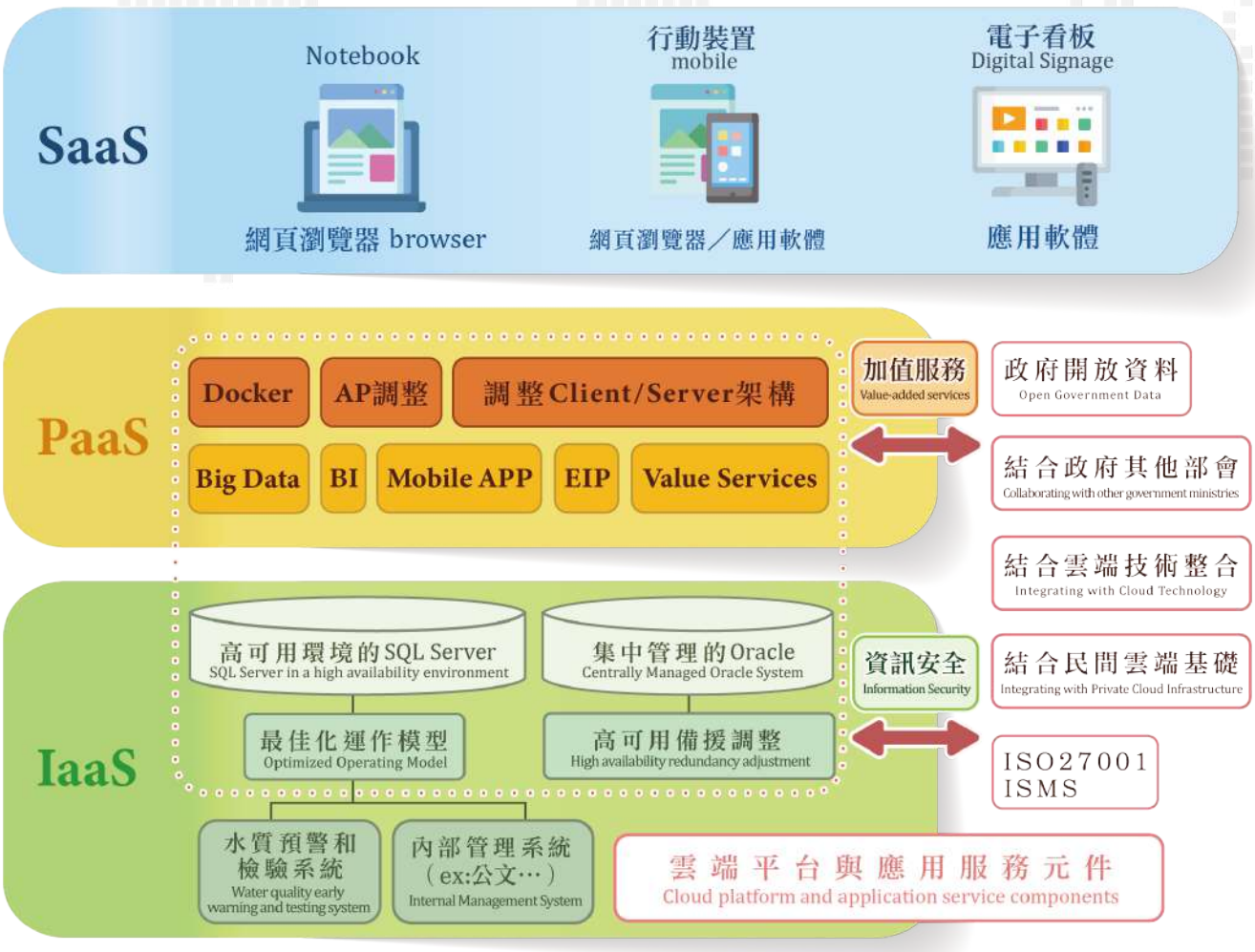
建置資料倉儲，將公司所累積的大數據資料加以整理分析，使決策者能夠快速獲得有效、即時的決策參考。

Build a data warehouse, to organize and analyze the company's accumulated big data, enabling decision-makers to quickly obtain effective and real-time decision-making references.

配合政府開放資料，政府資訊公開、資料開放透明，促進民間公平共享政府資訊，提升政府施政的品質與效能。

Comply with government open data policies by promoting information transparency and openness, ensuring fair public access to government data, and improving the quality and efficiency of governance.

雲端架構資訊平台圖
Cloud Architecture Information Platform Figure



- 開放介面與模組化設計，促成跨產業串接整合
  Open interface and modularized design, leading to cross-industrial connection and integration
- 雲端運算與儲存架構，彈性資源運用與擴展
  Cloud calculation and storage structure, make use of and expand resources flexibly

資通訊安全機制
Information and Communication Security System

行政院於112年8月核定本公司資通安全責任等級為『A』級，經濟部於112年4月指定本公司（主領域：水資源，次領域：淨水系統、水源、供水）關鍵基礎設施提供者計17處，其資通安全責任等級為『B』級，本公司依據資通安全管理法及其子法辦理該等級之各應辦資安相關業務。

The Executive Yuan rated the Company's cyber security responsibility at level "A" in August 2023. In April 2023, the Ministry of Economic Affairs designated 17 critical infrastructure providers of the Company (main sector: water resources; sub-sectors: water treatment system, water source, and water supply) and rated their cyber security responsibility at level "B." The Company handles relevant cyber security services corresponding to the level in accordance with the Cyber Security Management Act and its sub-laws.

持續推動本公司ISMS作業，自96年度起資訊處經ISO/IEC 27001第三方驗證通過後，另本公司水費開單系統、營運管理系統及本公司全球資訊網3個核心資訊系統於105年度通過ISO/IEC 27001之驗證，並逐年皆通過年度複評驗證（113年11月通過ISO:27001:2022轉版驗證），俾維持其有效性及適切性。。

The Corporation has continued to implement ISMS certifications. After its Information Branch was verified by ISO/IEC 27001 through a third party in 2007, three core information systems – the water billing system, the operations management system, and the corporate website – also obtained ISO/IEC 27001 certification in 2016. All systems have passed their annual re-evaluation to maintain their effectiveness and suitability, with the most recent version upgrade certification to ISO/IEC 27001:2022 completed in November 2024.

每年完成鑑別資訊系統安全等級，並據以執行其相對應之資安防護基準控制措施，落實資通安全演練作業，檢測本公司資安防護能力，強化公司在資安事件發生時之緊急應變、系統復原及協調管控能力。

The Corporation completes the annual identification of information system security levels and implements corresponding cybersecurity control measures accordingly. Information and communication security drills are conducted to test the Corporation's cybersecurity defense capabilities and to strengthen its emergency response, system recovery, and coordination and control capabilities in the event of a cybersecurity incident.

為降低惡意電子郵件攻擊風險並提升人員警覺性，定期辦理社交工程演練，並執行安全性檢測、資安健診作業、資通安全威脅偵測及弱點通報管理機制，以強化整體防禦能力。

To reduce the risk of malicious email attacks and enhance staff awareness, the Corporation regularly conducts social engineering drills, along with security testing, cybersecurity health checks, threat detection, and vulnerability notification management mechanisms to strengthen overall defense capabilities.

每年總管理處實施 2 次內部資安稽核，17 處關鍵基礎設施提供者每年至少辦理 1 次內部資安稽核，及經濟部實地稽核本公司總管理處及 17 處關鍵基礎設施提供者，俾確保各項資訊資產之機密性、完整性與可用性，符合 ISMS 國際標準及相關法律或法規的要求。

The Head Office conducts two internal cybersecurity audits annually, while each of the 17 critical infrastructure providers conducts at least one internal audit per year. In addition, the Ministry of Economic Affairs conducts on-site audits of the Head Office and the 17 critical infrastructure providers to ensure the confidentiality, integrity, and availability of information assets in compliance with ISMS international standards and relevant laws or regulations.

每年規劃辦理本公司各級人員資安認知教育訓練，並透過會議、電子郵件、知識管理系統公告本公司資通安全目標及政策宣導，加強同仁資安概念與安全知識。

The Corporation plans and conducts annual cybersecurity awareness training for personnel at all levels. It also promotes the Company's cybersecurity objectives and policies through meetings, emails, and the knowledge management system to strengthen employees' understanding of cybersecurity concepts and knowledge.

榮獲經濟部 104~113 年度資通安全攻防演練作業事業績優單位，本公司並持續更新引進新資通安全防禦技術，提升網際網路資通安全等級。

The Corporation was recognized by the Ministry of Economic Affairs as an outstanding performer in the annual cybersecurity offensive and defensive drills from 2015 to 2024. The Corporation continues to update and adopt new cybersecurity defense technologies to enhance the level of internet and information security.

資訊流通機制
Information circulation mechanism

配合經營目標，因應資訊科技潮流之發展，推動政府資料公開，積極發展資訊服務行動化、整合化及智能化。

In line with business objectives and in response to the development trend of information technology to promote government data disclosure and to positively develop the mobile, integrated and intelligent information services.

本公司全球資訊網建置網路e櫃台線上申辦系統受理案件後，可線上提供申請人收件確認訊息，並配合行動載具建置行動版網站，提供民眾即時線上查詢各項熱門及相關申辦業務查詢功能，如：水費查詢、線上申辦進度查詢、平均水質查詢...等，且在處理案件超過標準作業時間時，系統將主動告知申請人，並要求各區處網站提供案件處理情形流程，提供上網之民眾參考。

After receiving applications, the online application system of E-Service Counter of TWC Global Website is capable of providing applicants with a receipt confirmation message. The built mobile website in line with mobile device offers people the popular instant online inquiry function about hot issues and related business inquiries such as: water fee inquiry, online application status inquiry, inquiry about average water quality, at the same time, the system will automatically inform applicants if the actual handling time will be longer than the standard operating time, and request each branch to describe the handling procedures on their website as a reference for users.

提供停水、施工、水質等重要民生訊息供用戶訂閱電子報；建立民眾即時反映意見之便民信箱，創造互動機制即時回應管道，有效提昇為民服務效率及形象。

The system also emails epaper to subscribers to provide information on interruptions to water service, construction, and water quality as well as establishes a convenience box to instantly reflect the views of the public to create an interactive mechanism with an instant response channel so as to improve service efficiency and the company's image.

依據「政府資訊公開法」第 7 條主動公開本公司相關資訊於網站（頁），其應公開且已公開資訊比例達 100％以上，並已於網站（頁）設置便利之「主動公開資訊」專區，且對該專區網頁建置點閱率資料，以供分析公開項目熱門程度，隨時改進服務呈現方式。

In accordance with Article 7 of the Freedom of Government Information Law, TWC publishes relevant information to the public actively on websites (pages); meanwhile, the percentage of information that should be and has been published is almost 100%. TWC has also established a special area of actively published information on website (page), and has built up a Click-Through Rate (CTR) data for the special area to analyze the popularity level of public items for improving service quality anytime.

公開服務措施、FAQ、機關活動、文宣品、出版品，另其他重要資訊各 1 種以上。

Public service measures, FAQs, organizations' activities, promotional materials, publications, and other important information that is more than one item.

導入AI 技術計畫
AI Technology Implementation Plan

AI 應用於檢漏儀器整合
Integration of AI in leak detection instruments

1. 持續與工研院合作開發AI雲端大數據輔助漏水檢測技術。
   Continuously collaborate with ITRI to develop AI-powered cloud-based big data technologies for leak detection assistance.

2. 精進系統和建立快篩模式流程短期間讓大量不具專業檢漏經驗之人員覓得漏水並快速修復減少漏水損失。
   Enhance the system and establish a rapid screening process to enable personnel without professional leak detection experience to quickly identify and repair leaks, thereby reducing water loss in a short period.

淨水場AI 精準加藥
AI-driven precise dosing in water treatment plants

1. 114年辦理「曾文淨水場（一場）利用AI系統精準加藥之研究」、「曾文場（擴建一期）AI化」等兩委外研究案。
   In 2025, two outsourced research projects were conducted: 'Research on AI System for Precise Chemical Dosing at Zengwen Water Treatment Plant (Plant 1)' and 'AI Integration at Zengwen Water Treatment Plant (Phase 1 Expansion).

2. 降低混凝單元處理藥劑量、提升清水量、降低快濾池反洗次數、降低電費等效益。
   Reduce the coagulant dosage in the coagulation unit, increase the clear water output, decrease the backwash frequency of rapid sand filters, and lower electricity costs, among other benefits.

AI 原水生物檢測
AI-powered biological testing for raw water

應用「原水 AI 早期預警系統」針對養魚箱之人因檢測風險與其本身不可靠性，提出具體改善。以人工智慧搭配影像辨識，辨識魚隻存活情況，與魚隻暫避於避難區的情況，以判定原水是否遭受污染，強化原水養魚箱系統觀測功能，建立全天 24 小時的原水水質連續檢測，若發現污染，立即自動通知抽水站操作人員進行水質異常之反應程序，為民眾用水安全把關。

Implement the 'Raw Water AI Early Warning System' to address the risks of human error and the inherent unreliability of fish tank monitoring. Using artificial intelligence combined with image recognition, the system identifies the survival status of fish and their temporary relocation to safe zones, helping to determine if raw water has been contaminated. This enhances the observation capabilities of the raw water fish tank system and establishes continuous 24-hour monitoring of raw water quality. In the event of contamination detection, the system automatically notifies the pumping station operators to initiate response procedures for water quality abnormalities, ensuring the safety of public water supply.

近三年財務結構及投資報酬率表
Past 3 year's financial structures and returns of investment

單位：百萬元 million NTD

項目 Item / 年度 Fiscal year	111	112	113
資產總額 Total assets	353,174	367,169	380,514
負債總額 Total liabilities	151,902	167,317	180,680
權益總額 Total equity	201,272	199,852	199,834
本期淨利 Net Income	71	-4,288	-3,949
負債權益比率% Debt/Equity Ratio % 負債總額/權益總額 Total Liabilities /Owner's equity	75.47	83.72	90.41
權益比率% Equity ratio % 權益總額/資產總額 Total equity /Total assets	56.99	54.43	52.52
權益報酬率% Return On equity (ROE)% 本期淨利(淨損-)/平均權益 Net Income/ Average equity	0.04	-2.14	-1.98

公司成立至民國113年之營業績效比較

Comparison of business performances from initial establishment until 2024

項目 Item	年度 Fiscal year	民國63年 1974	民國113年 2024	增加額 Increase Amount	增加百分比 increase (%)
配(供)水量 Water Supplied	萬立方公尺 10^4m^3	42,338	323,083	280,745	663.10
售水量 Water Sold	萬立方公尺 10^4m^3	28,901	258,187	229,286	793.35
售水率 Percentage of Water Sold	(%)	68.26	79.91	11.65 個百分點	11.65 個百分點
供水人口數 Population Served	萬人 10,000	542	1,855	1,313	242.25
普及率 Percentage of Population	(%)	41.03	95.04	54.01 個百分點	54.01 個百分點
水費收入 Water Revenue	百萬元 million NTD	441	28,595	28,154	6,384.13

水質行動檢驗室
Mobile Water Quality Testing Lab

展　望

PROSPECTS

本公司成立迄今逾五十年，經歷半世紀來的努力，普及率由1974年41.03%成長為2024年底95.04%，管線長度由1974年0.81萬公里增加為2024年底6.85萬公里。

但近年來，極端氣候已成為常態，台灣連年面臨水情乾旱的嚴峻考驗，自來水事業面臨穩定供水極大挑戰。面對環境的挑戰加劇，本公司積極面對「一手抗旱應變、一手防汛準備」的困境。

未來，來自大自然的威脅更加嚴峻，　旱澇相隨已成常態，突顯「加強穩定供水」刻不容緩，本公司將秉持前瞻、進階式的思維，全力強化供水韌性，將挑戰轉化為精進的機會，以建構穩定供水、喝優質水及享好服務之用水環境。

澎湖西嶼海水淡化廠
Xiyu Seawater Desalination Plant

TWC has been established for over fifty years. Through half a century of dedicated efforts, the water supply coverage rate has grown from 41.03% in 1974 to 95.04% by the end of 2024. Meanwhile, the length of pipelines has increased from 8,100 kilometers in 1974 to 68,500 kilometers by the end of 2024.

However, in recent years, extreme weather has become the norm. Taiwan has faced severe challenges from recurring droughts, posing significant difficulties for the stable supply of tap water. In response to these escalating environmental challenges, our company actively confronts the dual pressures of "drought response" and "flood prevention preparedness."

Looking ahead, natural threats will become even more severe, with alternating droughts and floods becoming a new normal. This underscores the urgent need to strengthen stable water supply. Our company will uphold a forward-looking and progressive mindset to fully enhance water supply resilience, turning challenges into opportunities for improvement. Our goal is to build a water environment characterized by stable supply, high-quality water, and excellent service for all users.

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