



即刻下載台水 App 用水資訊 e 網打盡

註冊流程

Step 1 點選「我的」專區



Step 2 點選「登入/註冊」



Step 3 完成註冊資料填寫



Step 4 完成手機簡訊驗證



Step 5 成功完成註冊



Android下載



iOS下載

各項申請 一鍵到底

提供過戶、通訊地址變更、突增水費複查等多項服務。

繳交水費 不再犯累

提供線上信用卡、超商條碼及行動支付等繳費管道。

用水資訊 輕鬆查詢

提供帳單資訊、繳費紀錄、即查即看。

漏水報修 全年無休

發現路面漏水時，只需在APP報修，我們將盡速為您服務。



台灣自來水公司第二區管理處
Second Branch, Taiwan Water Corporation

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親愛的用戶：

本處全體同仁秉持以客為尊的信念，迅速且及時的回應顧客需求，以真誠的服務來獲取93萬用水戶之信賴。隨著網路、通訊e時代的來臨，本處將提供您更便捷、量足質優的供水服務，為使您更瞭解辦理各項異動登記應備之證件，以節省您寶貴時間，特印製『為民服務白皮書』供您參閱，內容包含創新及便民服務措施、各項異動申請須知等，敬請多加利用。期待您的指教與鼓勵，讓自來水公司更臻精進。

自來水公司第二區管理處處長暨全體同仁
敬祝您 平安、喜樂！



Dear Customers,

While upholding conviction of customer orientation, all staff members of Second Branch, Taiwan Water Corporation meet your needs quickly and timely, and provide sincere services to earn the trust of 0.93 million households. Along with the era of internet and communication, we will supply more convenient, more sufficient and higher quality water to you. To make you understand about various documents you need to prepare for registration of changes to save time, we compiled the “Commitment to Serving the Public” for your reference. This material consists of many measures of innovation and convenience and applications for changes that you may adopt. We are expecting opinions and encouragements from you to make significant progress in improvement.

Sincerely Yours,

Director and staff members
Second Branch of Taiwan Water Corporation





台灣自來水公司
TAIWAN WATER CORPORATION

台水客服專線

1910



星期一至星期五 上午8:00 ~ 下午5:00。

8:00 a.m. - 5:00 p.m. Monday through Friday

中午不休息照常收費。

Non-stop Service through the Lunch Hour

客服中心專線：1910（24小時免付費電話服務）

Call Center：1910（24 Hour Toll-free Hotline）

註：中午12~13時不受理跨所中間結帳，僅收一般水費。

Remark：Water bill clearing (cross service center) is not available through the lunch hour.



為強化服務民眾品質與效率，並及時讓民眾反映之無水、漏水及水質諮詢能快速獲得處理，本公司成立24小時客服中心，提供24小時專人服務，落實「台水1910、一通就靈」之用戶服務理念。歡迎民眾多加利用免付費1910服務專線，本公司將竭誠為您服務。

To strengthen the quality and efficiency of service for the public, and take care of problems with water shortage, water leak, and consultation of water quality as soon as possible, Taiwan Water Corporation established the 24-hour Call Center providing 24-hour exclusive service to implement “Taiwan Water 1910, One Call for All” service concept. You are welcome to dial the Toll Free Telephone Number “1910” to Taiwan Water Corporation. We are at your service.

一、用水設備 (Water Supply Equipment)

- 新裝 (New Installation)
- 啟用 (Initiation)
- 廢止 (Termination)
- 停用 (Suspension)
- 復用 (Restoration)
- 口徑變更 (Caliber Change)
- 臨時用水 (Temporary Water Supply)
- 改裝 (Remodeling Installation)
- 臨時用水恢復普通用水
(Switching temporary water supply to general water supply)
- 用水設備外線工程費分期付款
(Installment payment for external pipeline construction)
- 繳 (退) 新 (改) 裝工程費、繳 (退) 保證金
(Payment (refund) for new (remodeling) installation construction;
payment (refund) for deposit)
- 用水設備工程進度查詢
(Inquiry on construction progress of water supply equipment)



二、繳費項目 (Payment Items)

- 繳 (退) 水費
(Water bill payment (refund))
- 新裝工程款繳納
(Payment for new installation construction)
- 用戶抄表中間結帳 (跨所)



(Water bill clearing(cross service center))

- 違章及破管追償水費

(Recourse of water charge for illegal constructions and destroyed pipelines)

- 內線地下漏水水費減免

(Exemption for Internal Pipes Leakage)

- 停、復用作業

(Suspension and restoration)

- 用戶用水設備修理工料費

(Material cost of water supply equipment repair)

三、其他申請 (Other applications)

- 申請過戶（名義變更）（Name Change）

- 通訊地址變更（Mailing address change）

- 軍眷（五折）優待（Military Discount）

- 水費委託代繳（Water bill direct debit）

- 電子帳單申請（Electronic Bill）



以上五項可同時受理辦理台電與臺北自來水事業處業務

(The above mentioned five business items of Taiwan Power Company and Taipei Water Department are acceptable.)

- 用水種別變更（Consumership Change）

- 用水裝置證明及繳費證明（Installation and Payment Proof）

- 使用度數及水費查詢

(Inquiry into meter reading and water charge)

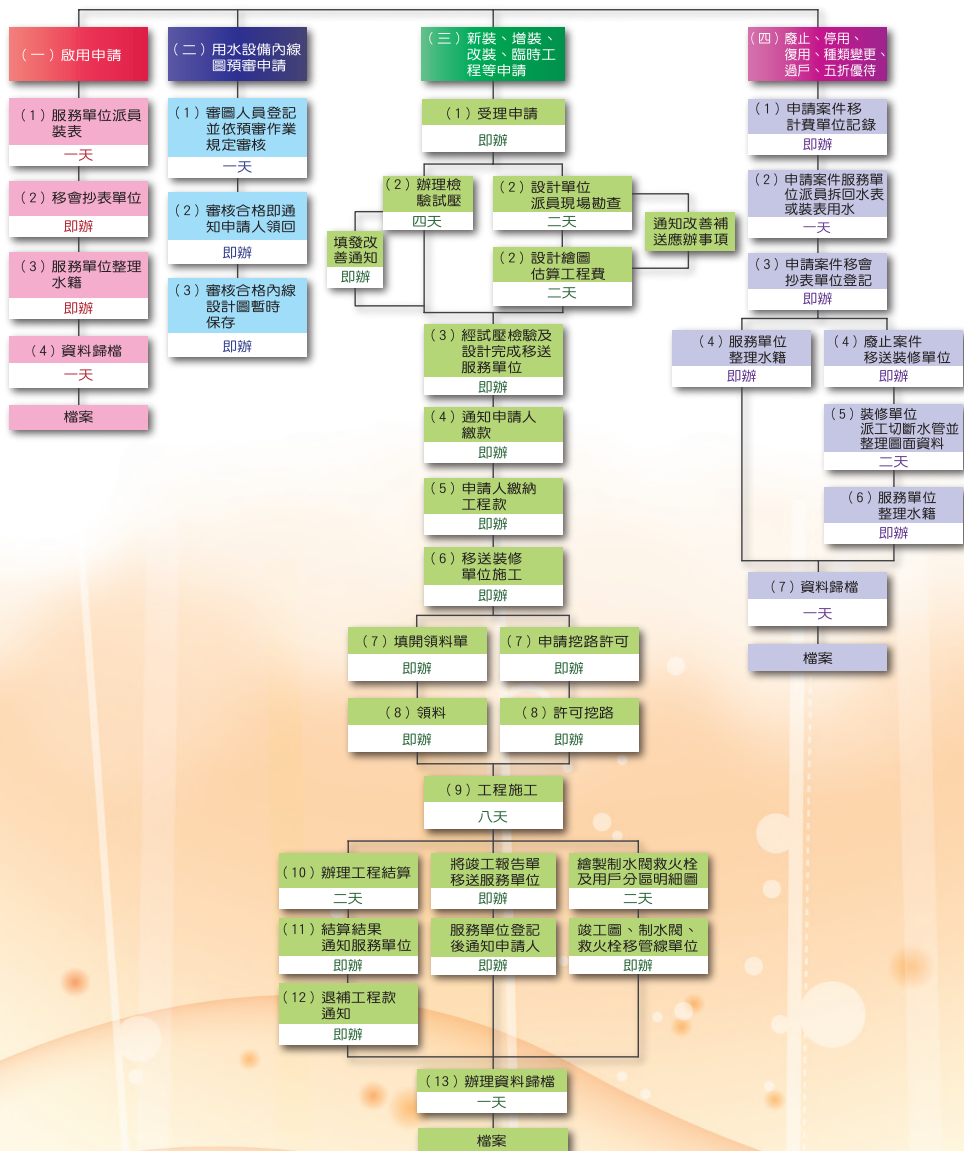
- 用水疑義查詢、水費突增複查
(Water supply inquiry, and irregular charges inquiry)
- 報修漏、漏水修理、賠表
(Water leakage report and repair, compensation for water meter)
- 消防栓遷移申請
(Application for transferring fire hydrant)

四、各項諮詢 (Various Inquiries)

- 本公司消費性用水服務契約自100年12月8日起實施相關作業
(The contracts of consumptive water supply have taken effect since December 8, 2011.)
- 用水常識 (內線漏水測試之簡易判斷)
(Basic information for using water wisely (Easy determination of internal pipeline leakage detection))
- 用戶度量衡檢驗申請方式
(Application method for legal metrology instrument verification)
- 網路e櫃台使用 (For E-counters)
- 節約用水 (Water Saving)
- 最新公司政策 (停復水訊息)
(Latest company policies (Information on suspension/ restoration))
- 新聞輿情 (News and public opinion)
- 跨機關服務 (Cross-organization service)



台灣自來水公司處理各項申請案件作業流程圖



新裝工程款分期付款與補助：

The installment payment and subsidy for new installation construction:

- 一、為配合政府普及供水政策，俾利本公司管線到達地區內之住戶接用自來水，特訂定新裝工程費分期付款處理要點符合下列條件：

In order to abide by the government policy of water supply generalization and let the water users in attainable area could use tap water, the application request for the installment of new installation are as follows;

- (一) 於申裝地點已設籍。

Had household registration in the new installation address

- (二) 所申請之新裝工程，其量水器口徑為二十五公厘以下、管線埋設長度為二十公尺以下。

The diameter of water meter should be under 25mm (including) and the pipeline should be buried under 20m (including)

- (三) 申請用水類別為普通用水。

The type of tap water should be general water supply.

- 二、分期付款方式：以二個月為一期，期限最長為三年。

The payment for installment: 2 months per time, no more than 3 years limit.

- 三、「接水前」申請自來水用戶設備外線補助作業流程(一般新裝案件)，各地方政府已撥予補助經費予本處。

The local governments issue the subsidy for the new installation to Taiwan Water Company before the new installation construction starts.



民眾申辦無自來水地區 自來水延管作業流程及注意事項



申請作業

申請



辦理現勘



工程經費估算
(含用戶外線)



提報評比審查



評比結果通知



核定

未核定

召開說明會



完成各項
前置作業

前置作業
無法達成
則需辦理
撤銷



配水管線
進場施工



用戶外線施工



裝表啟用

您是否為補助對象：

- 1.一般住宅
- 2.十年以上之集建住宅
- 3.高中高職以下學校

您應備申請文件：

申請人名冊（含姓名、門牌號碼、聯絡電話等）

您可向以下窗口申請：

- 1.各鄉、鎮、市、區公所
- 2.台水公司各營運所及服務所窗口

您所需知道延管工程提送審查條件：

- 1.工程成本需低於每戶60萬元
- 2.地方政府養護路段需同意免收路修費
- 3.高地區以不超過3站加壓為原則

您所需知道評比審查方式：

於經費額度內依工程評比指標依序由低至高核定

工程核定後您須配合之前置作業事項：

- 1.預繳工程款及繳交接水證件
- 2.預繳戶數須達百分之五十以上
- 3.集建住宅申請案之民眾配合款須完成撥付

申請案獲核定後，台水公司辦理延管工程及用戶外線施工（申請接水及用戶設備外線補助作業流程詳第2頁）



【第一頁】

申請接水及用戶設備外線補助 作業流程

民眾至台水公司繳交 **接水證件**
及預繳 **工程款**

選擇 **工程款**
申請補助方式

接水前
補助

接水後
補助

繳交
工程款

台水施工
裝表

向地方政府申請補助

審核資格及
核定經費

審核資格及
核定經費

核發補助函

撥付補助款

至台水繳交工程款
(補助函及自付款)

台水施工裝表

您應備接水證件：



- 1、用水設備工程申請書。
- 2、申請人身分證影本及簽章。
- 3、申請裝設建築用水設備內線圖。
- 4、自來水管承裝商加入水管公會會員會籍證明。
- 5、接水證件：建築物使用執照或房屋所有權狀或其他證明文件。
- 6、其他：如用戶外線如須通過他人之土地、房屋或接用他人所有水管者，應由申請人事先取得所有權人或管理人之同意書或切結書等。

※申請接水得委請合格水管承裝商代辦。

您應備申請文件：

- 1、自來水用戶設備外線補助申請書。
- 2、申請人或代表人身分證明(影本)。
- 3、建築物相關證明文件或其他相關證明文件。
- 4、採接水前：補助款撥付自來水事業同意書、自來水事業繳款通知單
採接水後：自來水事業用戶新設給水裝置及繳費證明。
- 5、其他：帳戶資料、(中)低收入戶證明文件及代理人委託書等資料。

※請向地方政府提出申請。

一、從『心』出發 (Out from the heart)

本處同仁以客為尊、從『心』出發，供水區域包括桃園市全區、新北市林口區、泰山區、五股區等共計16個鄉鎮市，供水戶數計約93萬戶、每日供應約127萬噸潔淨自來水，著實不易，本處全體同仁仍將盡心盡力，秉持『QuICK』品質、創新、信賴、專業之經營理念，於工作崗位各司其職，順利達成量足、質優的供水任務及提供各項貼心之便捷服務。

All staff members of Second Branch, Taiwan Water Corporation provide sincere service with the principle of customer orientation from the bottom of our heart. The water supply area of Second Branch include sixteen townships (cities) such as the whole Taoyuan County, and Linkou District, Taishan District, and Wugu District of New Taipei City providing 1.27 million tons of fresh water for 0.93 million water supply households every day. We will keep upholding the management philosophy of Quality, Innovation, Credibility and Knowledge to carry out our responsibilities to complete the missions of supplying sufficient quantity and high quality of water, and providing considerate and convenient services.

二、擴大用戶服務中心功能 (Expand Functions of Customer Service Center)

(一) 成立24小時Call-Center客服中心：

為整合現有服務系統，提高管理層級，增進服務效能，提升服務品質，本公司自99年6月15日正式成立24小時Call-Center客服中心，全年無休受理各項申訴及諮詢案件。

免付費專線服務電話：1910一通就靈。

To integrate the existing service system, raise management level, improve service efficiency and increase service quality, Taiwan Water Corporation officially established the Call Center on June 15, 2010 to take care of various complaints and cases of consultation for 24 hours a day and 7 days a week. Please dial the Toll Free Telephone Number at “1910”, One Call for All.

（二）成立本處緊急應變客服中心：

本處為因應天然災害（乾旱、颱風、水災、地震等）造成供水系統受損及各水庫原水濁度升高導致缺水，依各供水轄區停水及暫停供水狀況不同，務使災害客訴及停水訊息暢通，以有效提升客訴服務品質。服務專線電話：03-4643131-4、03-4964472；傳真：03-4964471。

Establishment of Emergency Response Center: To comply with water shortage due to damaged water supply system and high raw water turbidity of reservoir caused by natural disasters (drought, typhoon, flood, and earthquake), Taiwan Water Corporation will remove any barriers of information on disaster complaint and water shortage to efficiently improve the service quality of customer complaint. The service telephone numbers are 03-4643131-4, and 03-4964472, the fax number is 03-4964471.

三、多重繳費管道（Multiple Payment Channels）

（一）持本公司寄送水費通知單於繳費期限內至簽約代收水費各大超商：統一（7-ELEVEN）、全家、OK、萊爾富等全省10000家，全年無休24小時提供水費代收服務。亦可使用金融機構轉帳代繳或信用卡扣繳水費、Web ATM，依需要就近選擇，無須親至服務所辦理。

Water users may bring water bill to pay bills at more than 10000 contracted convenience stores in Taiwan including President 7-ELEVEN, FamilyMart, OK • MART, and Hi-Life before the expiration date for 24 hours a day and 7 days a week. They also may pay bills by bank payment or credit card, or web ATM in accordance with locations rather than visiting the local service center in person.

- (二) 用戶忘記帶帳單，可在便利超商輸入水號，查詢並列印繳費單，持單至超商櫃台繳費即可，即使是二期欠費，在當月13日(含)前也可以印單繳費。

If water users forget to bring the bill, you can go to convenience stores to enter the water number to check and print the bill, and then take the bill to the counter to pay. Even if the two-term overdue payment, it can also be printed and pay before the thirteenth day of the very month.

- (三) 用戶收到「欠費二期催繳通知單」，於當月13日前仍可持催繳通知單至便利超商繳費。

Water users may take the two-term overdue payment reminder to pay the bill at a convenience store before the thirteenth day of the very month when they receive it.

- (四) 本公司針對終止代繳用戶均會寄送單期水單供其至各代收單位繳費（電話語音或網路銀行繳費亦同），而不再寄送原催繳通知。代收期限均為該收費月之最末日，遇例假日順延。

Taiwan Water Corporation will send a sing-term water bill to the water household whose automatic payment has terminated rather than sending an original reminder.

The deadline will be the last day of the very month; in the event of weekend or public holiday, it is automatically extended to the next business day. The water household may pay the bill at a contracted collecting unit. (Payments through interactive voice-response services or online banking system are the same.)

- (五) 與本公司簽約提供網路繳費者有全國繳費網e-Bill、合作金庫(網路銀行、eATM)、土地銀行、臺灣企銀、日盛銀行、花旗(台灣)銀行、彰化銀行、華南銀行、玉山銀行、臺灣銀行、台北富邦銀行、元大銀行、第一銀行、國泰世華銀行、台新銀行、高雄銀行。

Our signatory pay-on-internet agent is “e-Bill”, Taiwan Cooperative Bank(e-banking,eATM), Land Bank, Taiwan Business Bank, E.SUN Bank, Bank of Taiwan, Taipei Fubon Bank, Yuanta Bank, First Bank, Cathay United Bank, Taishin Bank, Bank of Kaohsiung, also provide online services for water fee payment.

- (六) 您可以使用行動電話連結至本公司網站使用信用卡繳費或利用街口支付、Pi拍錢包、LINE Pay Money、嗶嗶繳、ezPay簡單付、台灣Pay等行動支付APP繳費。

You can use your mobile phone to connect to our website to pay by credit card or pay with JKOPAY, Pi APP, LINE Pay Money, ezPay, BEE PAY and Taiwan Pay APPs.



行動支付 繳水費 最速P.A.Y



隨時支付
發票自動對獎
免出門 + 即查即繳



開啟APP
選擇掃描功能



掃描帳單上QR碼



確認繳費資料



繳費完成

【上方操作畫面為示意圖，請依下列各行動支付APP實際繳費流程輸入資料繳費】

您可選擇下列任一與台水合作之支付業者APP平台繳費



使用一卡通帳戶付款

另有網路繳費方式



台水網路e櫃檯
信用卡繳費

若您有任何疑問或水號查詢需求

歡迎撥打台水24小時客服中心 1910



台水臉書

四、廣推網路E櫃台（Promote E-counters Widely）

為強化電子化服務，本公司網路E櫃台提供線上查詢、線上繳費、線上申辦與電子帳單服務。

To enhance electronic services, Taiwan Water Corporation's E-counters provides online inquiry, online payment, online application and E-bill service.

（一）線上查詢：水費查詢、水費試算、新改裝線上進度查詢、線上申辦進度查詢、台灣區水管工會、水塔清洗業者提供。

Online inquiry：Inquiries into water charge, trial calculation, progress of new/ remodeling installation, progress of online application, Taiwan Water Pipe Engineering Industries Information Portal and water tank cleaning firms.

（二）線上繳費：網路繳費、各繳費方式簡介說明

Online payment：Brief introduction of internet payment and various payment methods

（三）線上申辦服務項目：無欠費過戶、停用、復用、啟用、通訊地址變更、補寄水費通知單、繳費證明、裝置證明、取消委託代繳業務、水費問題稽複查業務受理、臨時改正式預約、新裝內線預審業務預約受理。

Service items of online application: Name change without overdue payments, suspension, restoration, initiation, mailing address change, bill reprinting, payment proof, installation proof, cancel direct debit, Irregular charges inquiry, change of official reservation for the occasion, reservation for new installation of internal pipeline evaluation.

(四) 本公司網站：<http://www.water.gov.tw/>

Website of Taiwan Water Corporation: <http://www.water.gov.tw/>

五、本公司臨櫃用戶可受理跨區過戶及復用辦理作業

The application for cross-district name change and restoration by a water user who visits the counter of Taiwan Water Corporation may be accepted.

六、電子帳單申請 (Application for Electronic Bill)

新申請電子帳單或前已申請電子帳單之用戶，經選擇免寄紙本帳單並完成核認，至111年12月底，每期水費可享三元折扣。

A water user who newly applies or has applied for e-bill be eligible for electronic billing rebate if he or she chooses paper-free bill and has been verified. By the end of December, 2022, the water user will have electronic billing rebate of NT\$3 per term .

七、聯合台電公司與臺北自來水事業處積極推廣用戶辦理電子帳單

Positively promote e-bill business in compliance with Taiwan Power Company and Taipei Water Department.



帳單 e 起來 即時又便利



歡迎立即申辦 **電子帳單**，只要 **3** 步驟，輕鬆申辦好簡單

1 加入電子帳單會員

2 設定申請電子帳單水號

3 至電子信箱點擊確認信啟用會員帳號

申辦完成

E 化好康

優惠折扣至111年12月

環保

帳單無紙化、冰川不融化

便利

行動支付最速PAY

即時

隨時掌握水費資訊

優惠

享水費每期減收3元

申辦
管道

1 電子帳單服務系統 2 全台各服務(營運)所 3 客服專線1910

► <https://www.water.gov.tw/ebill>

請掃描右方
QR Code



八、為強化服務民眾品質與效率，本處於『桃園市八德區公所』成立台水服務站，提供八德區民眾就近辦理民眾繳費、各項異動申請及其他用水諮詢等業務，以提升用戶服務品質。

服務時間：每周一、三、五上午8點至中午11點30分

電話：03-3659930

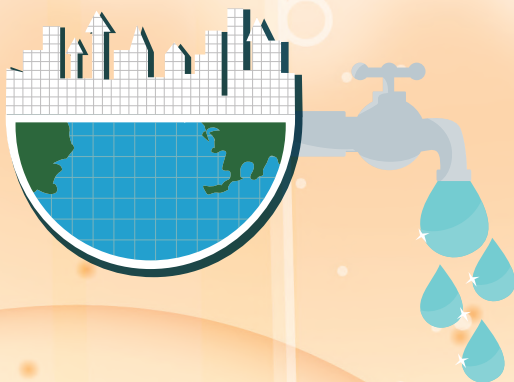
地址：桃園市八德區中山路47 號

To strengthen the quality and efficiency of service for the public, we establish the Bade District Services Counter at Civil Affairs Office of Bade District. The services counter provide Bade District people nearby to pay the bill, apply various applications and ask for other inquiries and so on to increase service quality .

Business hours: 8:00a.m. - 11:30a.m. Monday, Wednesday and Friday.

TEL：(03)3659930

Address：No. 47, Zhongshan Rd., Bade Dist., Taoyuan City 334.



一、網路申辦案件項目 (Items for online application)

(一) 停用 – 限以用戶無舊欠水費可網路申請停止用水，停用後如有已抄表未開單之水費仍應依規定繳納。

Suspension : Allow a household that has no unpaid water bill to apply for suspension of the water supply by Internet. The water bill should still be paid if the water meter has been read before suspension.

(二) 復用 – 限以用戶無舊欠水費且停用期間未超過二年可網路申請恢復用水，復用應繳之復水費用及未足期水費，併第一期水費計收。受停水處分之用戶仍請親自到當地服務（營運）所繳清欠費辦理復水。

Restoration : Allow a household that has no unpaid water bill, and the duration of water suspension isn't more than two years, to apply for restoration of the water supply by Internet. Water charge is calculated until the date of meter disconnection. The restoration fee and final bill will be calculated into the first water bill. The consumer who's gotten water suspension punishment should go to the local service center or operations station to pay the overdue bill in order to restore water supply.

(三) 過戶 – 限以（前）用戶無舊欠水費可網路申請用水人名義變更，惟經變更後，如前用戶於六個月內提出異議時，本公司得取消後用戶之過戶。

Name Change : Allow a household that has no unpaid water bill to change the name of water bill by Internet. If the previous consumer raises an objection within six months after the registration is modified, we will cancel the name change of the current consumer.

(四) **繳費證明**－網路申請各項用水繳費證明。

Payment Proof : Apply for proofs of payment by Internet.

(五) **裝置證明**－網路申請用水設備裝置日期證明。

Installation Proof : Apply for proofs of installation day of water supply equipment by Internet.

(六) **取消委託代繳**－網路申辦代繳帳號取消恢復印製水費通知單作業。

Direct debit cancellation : Apply for direct debit cancellation and resume paper bill by Internet.

(七) **自抄度數及水費疑義稽複查受理**－網路申辦自抄度數及水費突增抄表稽複查受理。

Review the Doubts about Auto Meter Reading and Water Charge : Apply for reviewing meter reading and irregular water charge by Internet.

(八) **多項預約**－臨時改正式、新裝內線預審業務預約受理，以節省用戶時間。

Multi-reservation : Change of official reservation for the occasion, reservation for new installation of internal pipeline evaluation by Internet.

二、**電話申辦案件項目** (Items for telephone applications)

(一) **復用**－限以用戶無舊欠水費且停用期間未超過二年可電話申請恢復用水，復用應繳之復水費用及未足期水費，併第一期水費計收。受停水處分之用戶仍請親自到當地服務（營運）所繳清欠費辦理復水。

Restoration : Allow a household that has no unpaid water

bill, and the duration of water suspension isn't more than two years, to apply for restoration of the water supply by phone. Water charge is calculated until the date of meter disconnection. The restoration fee and final bill will be calculated into the first water bill. The consumer who's gotten water suspension punishment should go to the local service center or operations station to pay the overdue bill in order to restore water supply.

(二) 繳費證明－電話申請各項用水繳費證明。

Payment Proof：Apply for payment proofs by phone.

(三) 裝置證明－電話申請用水設備裝置日期證明。

Installation Proof：Apply for proofs of installation day of water supply equipment by phone.

※電話申請時請告知水號或用水地址，並提供申請人姓名、身分證號碼、電話、通訊地址等資料俾為代填申請書；申請人所填資料如有疑義或不明，經本公司聯繫補正資料，請配合提供補正；不願提供者不予受理。

Please notify us with the water number or water used address as well as the name, ID number, telephone number and billing address of the consumer so that we will be able to be in your behave of filling up forms. An applicant shall provide supplementary data after receiving a notification from Taiwan Water Corporation when the data filled by the applicant are doubtful or vague; the application shall not be accepted if the applicant refuses to provide relevant supplementary information.

（四）代繳帳號取消作業－電話申請取消水費代繳帳號，請告知水號、用戶姓名、用水住址及扣繳帳戶。

Direct debit cancellation : Please provide water number, user name and water used address, and direct debit cancellation through telephone.

三、單一窗口櫃台受理，全程服務，減少用戶等候時間。

The one-stop service counter provides a whole-process service to save time for water users.

四、用戶可至本處任一服務（分）所跨區所查詢並繳費，同時臨櫃受理過戶及復用服務。

Water users may visit any service center or operations station of the Branch for inquiries and payments, and apply for name change and restoration of water supply.

五、25公徑（含）以下廢止戶申請用水，受理時申請費可一併收取接水費業務，便利民眾及節省時間。

An applicant of terminated household with 25mm caliber (including) who applies for water supply may pay for application fees and water connection fees at the same time to save time and increase convenience.

六、用戶忘記帶帳單，可在便利超商輸入水號，查詢並列印繳費單，持單至超商櫃台繳費即可，即使是二期欠費，在當月13日(含)前也可以印單繳費。

If water users forget to bring the bill, you can go to convenience

stores to enter the water number to check and print the bill, and then take the bill to the counter to pay. Even if the two-term overdue payment, it can also be printed and pay before the thirteenth day of the very month.

七、提供欠費二期逾超商代收期限用戶之便捷繳費方式，可以郵寄現金袋或郵政匯票至用水地址之服務所，進而強化便民服務。

Taiwan Water Corporation provides convenient payment methods for the water users who need to pay for two terms of overdue water bill. The water users may mail cash or postal orders to the local service center.

八、於本處及本公司網站登載停水訊息公告，隨時更新最新供水動態，並以簡訊通知村里區長，以廣為宣導用戶服務周知。

The information on suspension of water supply will be posted on the websites of the Branch and Taiwan Water Corporation, and will be updated at any time. The latest information on water supply will be sent to the head of district or village for announcement.



停水公告查詢系統



請上台水公司【停水公告查詢系統】來查詢，簡單輸入地址定位就可以馬上知道家裡或所在位置是不是在停水範圍內喔。

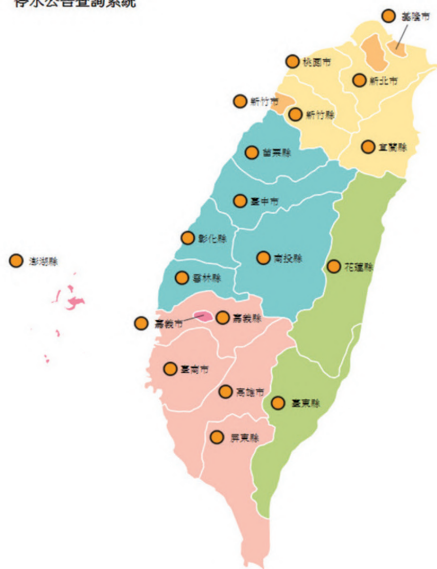
上「停水公告查詢系統」申請「**收到停水通知**」，這樣一來，以後只要有發布申請人所在位置停水訊息，就會立即發送電子郵件到您的信箱裡囉！！

停水公告查詢系統網址：<https://wateroff.water.gov.tw>



首頁

停水公告查詢系統



- ▲ 紅色表示災害案件
- 綠色表示區域供水正常
- 黃色表示區域停水或降壓
- ☎ 24小時免付費客服專線：1910

申請停水通知
(另開新視窗)

地圖資訊版
(另開新視窗)



台灣自來水公司第二區管理處
Second Branch, Taiwan Water Corporation

九、本處網頁加入台電電子帳單申辦網站廣為宣導電子帳單，以增加用戶申辦率。

The website of the Branch is connected to the e-bill application website of Taiwan Power Company for propagation to increase the rate of application.

十、辦理跨機關便民服務－與台電公司、臺北自來水事業處共同辦理電子帳單、過戶、通訊地址變更、軍眷優待、申辦金融代繳業務合作。另經戶政單位同意本處各所主動協助辦理用戶變更異動門牌住址，改由傳真查詢並查復作業及桃園市政府推廣跨機關便民措施，同時辦理「水電單據姓名變更申請」，以提供用戶簡化作業及節省往返時間。

Cross-organizational Convenient Service : In complying with Taiwan Power Company and Taipei Water Department, Taiwan Water Corporation jointly promotes electronic bill, name change, address change , military discount, and application for water bill direct debit; in addition, with the approval of household registration unit, the Branch positively helps water users to change their postal address by faxing for inquiries and re-investigations, and provides cross-organizational convenient services with Taoyuan County Government, carries out the application for changing name of water bill to simplify the operating procedure and save time.

十一、本處於『桃園市八德區公所』成立台水服務站，提供八德區民眾就近辦理繳費、各項異動申請及其他用水諮詢等業務，以提升用戶服務品質。

we establish the Bade District Services Counter at Civil Affairs Office of Bade District. The services counter provide Bade District people nearby to pay the bill, apply various applications and ask for other inquiries and so on to increase service quality.

一、用水設備新裝（New Installation）

- （一）申請書乙份及本公司消費性用水服務契約，另應附受委託承做內線用水設備之自來水管承裝商加入水管公會及會員會籍證明。

An application and a service contract of consumptive water supply of Taiwan Water Corporation. Membership Certificate for Taiwan Water Pipe Engineering Industries Information Portal provided by the tap-water pipe contractor of internal lines of water supply system should be attached.

- （二）申請人（用水人）身分證及印章。

ID card and chop for the applicant (water user).

- （三）申請裝設建築用水設備內線圖。由建築師或專業技師繪製，五樓以下及免建築師監造之建物得由甲級水管承裝商繪製。

An Internal Pipeline Diagram, it should be drawn by an architect or a professional engineer, however, compartments below the fifth floor and any building that is not subjected under the supervision of an architect should be drawn by an A-grade water pipe contractor.

- （四）60年12月22日以後建築之房屋，應攜帶下列文件一種：

An applicant who owns a house built after December 22, 1971 shall bring one of the following documents：

- 建築物使用執照或房屋所有權狀（Building Occupation Permit or House Title Deed）
- 建築物完工證明（Work Completion Certificate of Building）
- 未實施建管地區建築物證明（Building registration certificate before the execution of construction management area）

- 當地縣市政府、鄉鎮公所出具之「舊有合法房屋同意接水」函件（Agreement for water supply for an old legal building, Official letters issued by the local county government or the township office regarding.）

（五）60年12月22日以前舊有房屋，應攜帶該日以前下列文件之一種：
An applicant who owns a house built before December 22, 1971 shall bring one of the following documents issued before December 22, 1971:

- 房屋謄本、建築執照或建築物登記證明（Building Registration Transcription, Construction Permit or Building Registration Certificate）
- 戶口遷入證明（Census Transferring Certificate）
- 完納稅捐證明（Certificate of Tax Payment）
- 繳納電費收據或證明（Receipt or Certificate of Payment for Electricity Bill）

（六）用戶外線如需通過他人之土地、房屋或接用他人所有水管者，應由申請人事先取得所有權人或管理人之同意書。

If the user's external pipes will need to pass through other people's property, or connect with other people's pipelines, the applicant should first gain permit from the land owner or obtain a written consent from the property supervisor.

（七）委託申請者，需另檢附受託人身分證明文件。

An entrusted applicant for name change shall submit his or her own ID documents.

二、工程臨時用水（Temporary Water Supply for Construction）

（一）用水設備工程申請書及消費性用水服務契約。

(Application form of water supply equipment construction and service contract of consumptive water supply)

(二) 申請人(用水人)身分證及簽章。

(ID card and chop for the applicant or water user.)

(三) 建築執照或工程契約之封面。

(Construction Permit or the cover of construction contract)

(四) 申請位置圖(原則以地籍圖套繪)。

Location map of the site (generally base on the Topographic Chart)

(五) 申請書乙份。(An application form)

(六) 繳交臨時用水保證金或附清繳水費保證書(可於啟用前補辦)。

(Payment for temporary water supply deposit or the certificate of paid-up water charge)

(七) 外線如有經過他人土地,需附同意書或切結書。

(A permit or a letter of Indemnity is required if the external pipelines pass through other people's lands.)

※新裝作業流程說明:受理→設計、勘查、估算工程費、檢驗試壓(4天)→通知申請人繳款(即辦)→申請人繳納工程款→申請挖路許可(即辦)→許可挖路工程施工(8天)→決算(2天)→申請啟用→裝表。

New Installation Operational Procedure: Application → Design survey, cost estimate, inspection and pressure testing (4 days) → Payment notification (at once) → Applicant makes payment for construction fee → Application for road excavation permit (at once) → Undertaking of excavation project (8 days) → Settlement of construction work (2 days) → Application for supply initiation → Water meter installation.

三、用水設備啟用 (Initiation of water supply equipment)

- (一) 啟用戶印章。(Chop of the applicant)
- (二) 建築物使用執照。(Building Occupation Permit)
- (三) 申請書及消費性用水服務契約。(An application form and a service contract of consumptive water supply)

四、用水設備改裝 (Remodeling Installation)

- (一) 用戶印章。(Chop of the applicant)
- (二) 當月或上月份水費收據。
(Water bill receipt this month or last month)
- (三) 申請書乙份。(An application form)
- (四) 用戶內線用水設備圖(申請表位不當改善者,免附)。
(Internal Pipeline Diagram, Application for improving the inappropriate location of meter can be exempted.)



五、用水設備廢止 (Termination)

- (一) 申請人(用水人)身分證及印章。
(ID card and chop of the applicant or water user)
- (二) 當月或上月份水費收據。
(Water bill receipt this month or last month)
- (三) 申請書乙份。(An application form)

六、用水設備停用、復用 (Suspension、Restoration)

- (一) 申請人(用水人)身分證及印章。
(ID card and chop of the applicant or water user)
- (二) 當月或上月份水費收據。
(Water bill receipt this month or last month)

- (三) 欠費停用戶申請復用時，應繳納停水處分期間二分之一基本費、停復水費及舊欠水費。若停用超過二年再申請用水，則以新裝案件處理，重新申請接水。

(Any client who has been suspended from using our water service due to owing water fee and wishing to restore water service should pay 1/2 of the basic charge for the suspended period, water suspension and restoration fee and overdue water bill. If the suspension has been more than 2 years limit, then it should be dealt with as new installation and the client should reapply for a new account.)

- (四) 申請書乙份。(An application form)

- (五) 用戶申請停用則免收停用期間之基本費。

(The client who is applying for suspension of the water service will not be charged of the basic fees within the suspension period.)

七、裝置證明(用水證明)(Installation Proof (Proof of Using Water))

- (一) 申請書乙份。(An application form)

- (二) 當月或上月份水費收據。

(Water bill receipt this month or last month)

八、臨時用水恢復普通用水

(Switching Temporary Water Supply to General Water Supply)

- (一) 申請書乙份。(An application form)

- (二) 當月或上月份水費收據。

(Water bill receipt this month or last month)

- (三) 整建：房屋改建完工照片(正面)。

(Reconstruction : The photo of the house after completion of reconstruction.)

(四) 新建：建築物使用執照等。

(New Construction: Building Occupation Permit)

(五) 用水設備內線圖。(Internal Pipeline Diagram)

九、過戶申請（名義變更）（Name Change）

(一) 申請書及消費性用水服務契約。委託申請過戶者，須另檢附受託人身分證明文件。

(An application form and a service contract of consumptive water supply. An entrusted applicant for name change shall submit his or her own ID documents.)

(二) 申請人（用水人）身分證明文件。

(ID card of the applicant or water user)

(三) 前後用戶簽章。後用戶如為營業用戶，應附公司及負責人印章。

(Chops of previous and current water users. Chops of company and representative shall be required if the current water user is a business water user.)

(四) 繳付前用戶用水期中應繳各項費用收據。

(Attach the receipts of the payments made by the previous user.)

※無法取得前用戶印章者得由後用戶單獨申請過戶，但應承擔前用戶之一切應負義務，後用戶不願承擔時，得依新裝方式辦理；惟前用戶如於六個月內提出異議時，本公司得取消後用戶之過戶。

If you are unable to obtain the chop from the previous user, you are able to apply individually. However, the current user should

take responsibility of previous user's debts. If the current user does not want to take the responsibility, then it should be filed as a new user, and if the previous user raises an objection within 6 months after the registration is modified, we will cancel the name change of the current user.

十、水費五折優待 (Military Discount)

(一) 申請戶全戶戶口名簿及眷補證、撫卹令或撫卹金分領證書。

(Household Certificate of the applicant, Certificate of Subsidy for Dependents, Relief Order, or Compensation Benefit Certificate.)

(二) 申請戶印章。(Chop of the applicant)

(三) 當月或上月份水費收據。

(Water bill receipt this month or last month)

(四) 申請書乙份。(An application form)

※依據國防部現役軍人家屬使用自來水優待付費辦法辦理。

The above mentioned issues shall be subject to the rules of preferential payment for active servicemen and dependents of Ministry of National Defense.

十一、水費委託代繳 (Bank direct debit)

(一) 申請書乙份。(An application form)

(二) 當月或上月份水費收據。

(Water bill receipt this month or last month)

(三) 金融機構存摺及存款印章。(Bankbook and chop)

※郵局及各金融行庫亦可受理。

It can be processed through the post office or any other bank.



水費通知單上登記之用戶名稱或統一編號不正確，請儘速辦理名義變更手續，以保障貴用戶權益。

If the user name or tax ID number of the water bill is incorrect, please apply for name change as soon as possible to protect the user's rights.

公用事業電子發票 中獎資格認定

老王坐在公園裡，拿著公用事業的中獎通知，仰天長嘆...



電子發票好幫手，對獎儲存有e套

財政部中區國稅局 廣告

如何查詢 公用事業電子發票

豬豬正在客廳看著一張一張水電及瓦斯帳單發呆中，此時，糖糖經過...

聽說公用事業自105年1月起開立電子發票，我要如何得知發票資訊呢？

別擔心，公用事業提供多元管道查詢，保障用戶權益。

公用事業將建置會員平台，用戶繳費後可至該平台輸入帳單登載之「載具號碼」或其他資訊，即可查詢發票等資訊。

公用事業小平台
您的發票字軌號碼為
BQ12345678

那無法上網時要如何查詢呢？

公用事業也會於次一期帳單載明前一期所開立電子發票字軌號碼。如果真真的不放心，亦可電洽公用事業客服專線或透過語音查詢方式得知發票資訊！！

105年4月繳費通知單

105年2月發票字軌號碼
BQ12345678

您的發票號碼為
BQ12345678

如果用戶為營業人時，除上述方式外，該用戶亦可至財政部電子發票整合服務平台進行註冊後查詢相關發票資訊，一起加入使用載具索取電子發票的行列吧！

電子發票整合服務平台
營業人專區

註冊後查詢
相關發票資訊

真是環保又便利。

電子發票用載具，不印紙本最環保

財政部中區國稅局 廣告

108年1月1日起 統一發票兌獎 管道新措施

郵局自107年12月29日起不再提供兌獎服務，請改至各實體/網路通路兌獎

- 107年12月29日(星期六)至107年12月31日(星期一)因系統轉換，全國暫停提供兌獎服務。
- 財政部稅務入口網/統一發票開獎號碼(含雲端發票)
<http://invoice.etax.nat.gov.tw>。
- 為環保盡心，購物請使用載具儲存雲端發票。

一、定期派員使用掌上型電腦抄表機正確記錄用戶用水量，如發現用水有突增現象均主動告知用戶並提醒其檢查用水設備內線是否漏水，避免因漏水而造成無謂金錢及水量損失。

Dispatch designated personnel regularly to read meters accurately using a handheld computer meter reader. The designated personnel shall positively notify water users and remind them of reviewing water supply systems for leakage if water charges increase with sudden to avoid the loss of money and water.

二、用戶水費突增除主動告知外，考量內線漏水肉眼無法察覺，如符合地漏減免條件，以用戶前兩期正常用水抄見之平均水量為本期用水量，至於本期抄見量超過平均水量部分，得核減二分之一，照一般水價計收。

In addition to the active notification when water charges increase with sudden, the designated personnel shall take the average water consumption of the previous two terms as the water consumption of this term in consideration of the invisible leakage of internal pipeline. As for the exceeding part this term, it shall be decreased by half, and shall be paid as regular water charges.

三、由本處服務所共同為節約能源環保救地球盡一份心力。另配合水情情況，積極辦理水來不易、愛水惜水、節水惜福之各項節水宣導活動，並推廣使用電子帳單、手機APP繳費。

The Branch will contribute best efforts to energy saving and carbon reduction to save the Earth. In addition, the Branch positively propagates various water saving activities, e-bill and payments through APP of cell phone.

本公司實施水質檢驗品保品管制度，建立完整檢驗制度，並建置水質自動監測系統，隨時掌握水質狀況，確保供水水質安全可靠。

Taiwan Water Corporation implemented the quality control system of water quality examination, built up a complete examination system and an automatic monitoring system of water quality, master the situation of water quality, and ensure the safety of water quality.



消防栓遷移注意事項

Notices for Transferring Fire Hydrant

(一)本公司既設消防栓如因地方政府辦理道路(或人行道)相關改善工程要求遷移者，期遷移經費分擔原則，擬比照現行消防栓新設方式，由本公司與地方政府各半分擔。

Taiwan Water Corporation install these Hydrants, if the local government is handling the improvement of road or sidewalks that needs to move it, the expense would be shared half for us and the local government based on the regulation of Hydrants.

(二)如新建(或既設)建築物因路型變更(含路寬變更及新闢巷道)影響路旁建築物門口進出，民眾要求遷移者，如經消防局及相關單位會勘後，既設消防栓確有潛在遭撞擊之可能性或發生公安危險之虞者，其遷移所需經費由本公司全額負擔。

If the resident request to move the Hydrants because the type of road changed around the building that affect the enterance.

After taking suvery by Fire Department and revalent department, if the Hydrant has posibility to casue public safty in danger when there is potential to be crashed,the expense would be all handle by our company.

(三)如新建(或既設)建築物因路型變更(含路寬變更及新闢巷道)影響路旁建築物門口進出，民眾要求遷移者，如經消防局及相關單位會勘後，既設消防栓確無潛在遭撞擊之可能性或發生公安危險之

虞者，其遷移所需經費由本公司與陳情人各半負擔。

Based on previous issued mentioned on the second point, if the Hydrant would not cause public safty in danger.

The expense would be shared half by our company and the petitioner.



機關通訊資料

Contact Information on Organizations



台水客服專線

1910

台灣自來水公司第二區管理處

Second Branch, Taiwan Water Corporation

地址：桃園市平鎮區水廠路150號

No.150, Shuichang Rd., Pingzhen Dist, Taoyuan City 324, Taiwan

總機：(03) 4643131

TEL：(03) 4643131

傳真：(03) 4643135

FAX：(03) 4643135

客戶服務中心免付費專線：1910一通就靈

Toll-free Services Hotline：1910, One Call for All

廉政熱線（檢舉電話）：(03) 4643281

Public Integrity Hotline (Complaints Line)：(03) 4643281

廉政傳真（檢舉傳真）：(03) 4644498

Public Integrity Fax (Complaints Fax Number)：(03) 4644498

廉政信箱（檢舉信箱）：中壢郵政第二六九號信箱

Public Integrity Postbox (Complaints Postbox)：Zhongli City
Postbox No. 269

網路便民信箱：z2@mail.water.gov.tw

Online Convenient Postbox：z2@mail.water.gov.tw

總公司網站：<http://www.water.gov.tw>

Website of Taiwan Water Corporation：<http://www.water.gov.tw>

廠所Title	電話Telephone No.	住址Address
桃園服務所 Taoyuan Service Center	(03) 3346128	桃園市桃園區中山路291號 No.291, Zhongshan Rd., Taoyuan Dist., Taoyuan City 330
八德服務站 Bade District Services Counter (營業時間8:00-11:30) Monday, Wednesday, and Friday	(03) 3659930	桃園市八德區中山路47號 No. 47, Zhongshan Rd., Bade Dist., Taoyuan City 334
中壢服務所 Zhongli Service Center	(03) 4251506 (03) 4229791	桃園市中壢區延平路1段26號 No.26, Sec. 1, Yanping Rd., Pingzhen Dist., Taoyuan City 324
楊梅服務所 Yangmei Service Center	(03) 4789261	桃園市楊梅區楊新路18巷2號 No.2, Ln. 18, Yangxin Rd., Yangmei Dist., Taoyuan City 326
龜山服務所 Guishan Service Center	(03) 3294999	桃園市龜山區光峰路2號 No.2, Guangfeng Rd., Guishan Dist., Taoyuan City 333
林口服務所 Linkou Service Center	(02) 26031880	新北市林口區佳林路40號 No.40, Jialin Rd., Linkou Dist., New Taipei City 244
大溪服務所 Daxi Service Center	(03) 4711836 (03) 4713183	桃園市龍潭區佳安里文化路209號 No.209, Wenhua Rd., Jiaan Village, Longtan Dist., Taoyuan City 325
大園服務所 Dayuan Service Center	(03) 3862156 (03) 3851085	桃園市大園區忠孝一街10號 No.10, Zhongxiao 1st St., Dayuan Dist., Taoyuan City 337
龍潭給水廠 Longtan Water Treatment Plant	(03) 4712002	桃園市龍潭區佳安里文化路209號 No.209, Wenhua Rd., Jia-an Village, Longtan Dist., Taoyuan City 325
平鎮給水廠 Pingzhen Water Treatment Plant	(03) 4697901	桃園市平鎮區南豐路267號 No.267, Nanfeng Rd., Pingzhen Dist., Taoyuan City 324
大湫給水廠 Danan Water Treatment Plant	(03) 3625021 (03) 3626441	桃園市桃園區國際路1段485巷101號 No.101, Ln. 485, Sec. 1, Guoji Rd., Taoyuan Dist., Taoyuan City 330

※停水、繳費、欠費、申請用水、代繳帳號取消作業、用水疑難等問題，除可利用本公司『1910』24小時專線服務，亦請利用水費收據正面下方服務電話就近洽詢。

In addition to the 24-hour services hotline “1910”, water users may use the service telephone numbers shown on the front bottom of water bill receipt for the problems of suspension of water supply, payment, overdue bill, application for water supply, direct debit cancellation and doubts about water supply.



經營理念 (QuICK)

品質—Quality

創新—Innovation

信賴—Credibility

專業—Knowledge

台灣自來水公司第二區管理處 關心您!!
The Second Branch, Taiwan Water
Corporation cares about your needs!



漏水 = 漏財

Leaking water = Missing money

為何錢財Hold不住?

Why your money is always missing?



掃描QRcode, 錢財不白「漏」!

Please click here or scan the QR code,
Don't waste your money in vain



中文版



English
version



台水公司
FB

檢查地點 Detection Location	漏水現象 Situation of Water Leakage
水龍頭 Tap	水龍頭漏水從一滴一滴開始。 Water starts dropping from the tap.
馬桶水箱 Toilet Tank	<ul style="list-style-type: none"> • 不用時，馬桶內的存水在晃動。 The water in the toilet tank sways while stopping using it. • 可於水箱內滴數滴「有色液體」，如：紅墨水、優碘、醬油...等等，如馬桶內立即有顏色滲出，表示馬桶水箱之橡皮已有漏水、或水箱水位過高已從溢流管漏出，需更換止水橡皮或調低馬桶內水位。 You may drop several drops of Such as: red ink, iodine, soy sauce ... (ellipses) into the toilet tank. If colored water effuses immediately from the toilet, it means that water will effuse from the rubber in the toilet tank, or the water exceeding the water level has effused from the overflow pipe. Therefore, it is necessary to change the rubber water stop, or lower the water level in the toilet.
蓄水設備 (Water storage facility)	<p>蓄水設備周圍有異常水漬，產生溢流現象，或不用水時抽水機仍嘶嘶轉動。</p> <p>Abnormal water stains occur around the water tank, overflowing, and the pump keeps running while stopping using water.</p>
水表 Water meter	<p>漏水現象：屋內未用水及蓄水設備都已達滿水位時水表指針持續轉動。</p> <p>The water meter pointer keeps rotating when the house has no use water and the water storage equipment has reached the full water level.</p>
排水（暗溝） Drainage (underground drain)	<p>經常有清澈的水在流動</p> <p>The fresh water flows all the time.</p>

漏水預防

Prevention of Water Leakage

水龍頭要很用力才能關緊時，那表示水龍頭已經損壞，需要請水電行換新。

The tap has to be tightened hardly, Which means that it is malfunction, you must find a plumber to replace a new one.

1、馬桶水箱衝水壓（拉）桿，使用有異樣或不順暢時即應檢查換修。

It is necessary to exam or repair for the water pressure shaft of toilet tank that operates in a different way than usual while using it.

2、養成使用前查看存水有沒有晃動的習慣。

You should check if the water sways before use it all the time.

1、地下水池需注意水池主體是否有內外部裂縫及主體外部是否有滲水情況。

The underground water pool should pay attention to whether the main body of the pool has internal and external cracks and whether there is water seepage outside the main body.

2、頂樓水塔需注意水位是否有溢流到溢流管道情況。

The top tower water tower should pay attention to whether the water level overflows to the overflow pipe.

3、蓄水設備需經常查看浮球設備是否正常。(如:水位到達設定範圍自動停止進水)。

The water storage equipment needs to be checked to see if the float equipment is normal. (For example, the water level reaches the setting range and the water is automatically stopped).

1、自行檢查前項三點是否有異常情況。

Check for any abnormalities at the three points in the preceding paragraph.

2、檢查牆壁及地面是否有潮濕情況。

Check the walls and the floor for damped.

1、開啟水溝蓋，查看有無漏水或嘶嘶聲及水流來源

Open the gutter cover, and check if there is water leakage or hissing noises and sources of water flow.

2、查看自家水表（無用水）或詢問鄰居水表有無異常轉動情形。

Check your own water meter (while stopping using water), or ask neighbors if their water meters run abnormally.

檢查項目 Detection Item	現象 Situation	處理方式 Handling Methods
水表 water meter	1、閘門被關閉 The valve is closed. 2、未繳費被停水 No water service due to unpaid bill.	1、以逆時針方向打開閘門即可。 Open the valve by turning counterclockwise. 2、請洽本處服務所辦理。 Please contact our local service center.
蓄水設備 (水池、水塔) Water storage equipment (water pool water tower)	蓄水設備狀況： 1、假如蓄水設備有水請查明是否為管路阻塞或水管線閘門遭關閉。 If there is water in the water storage equipment, please check the pipeline is blocked or the pipeline valve is closed. 2、加壓馬達遭空氣阻塞或故障。 The pressurized motor is blocked or malfunctioning by air. 3、蓄水設備都未進水請查明浮球是否故障導致無法進水。 If the water storage equipment without water, please check if the float is faulty and it is unable to enter the water.	1、將加壓馬達上排氣旋鈕旋開確認是否有水，假設有水馬達未動作則為馬達故障。 Rotate the exhaust knob on the pressurizing motor to check if there is water. If there is no water motor, the motor is faulty. 2、檢查浮球閘門是否卡死，可先自行撥動浮球確認。 Check if the float valve is stuck, you can first confirm the float by yourself. 3、上述二點如無法自行排除請找水電行協助處理修理。 If you cannot eliminate the above three points, please ask the water and electricity bank to help with the repair.



一、材質說明 Material Descriptions

球塞型止水栓係使用先進科技複合材料及中空球閥轉動原理來開啟或關閉水流，方便操作並可延長使用年限。

A ball valve is made of advanced composite materials, and is controlled with the principle of hollow ball valve turning to open or close the water flow. It is easy to operate a ball valve and extend the expected useful life of the ball valve.

二、禁止事項 Forbidden Issues

- (一) 閥門開關（無論是新型球塞開關或舊型閘閥開關）僅用於開始或關閉水流，嚴禁用戶用以調控水量或當水龍頭開關使用。

The switch of valve is only used to start or shut down the water flow. Water users are forbidden to use the switch to control the water quantity as a tap.

- (二) 球塞開關開啟閉快速、省力，不可大力旋緊或開啟，其動作請如照片方式辦理，並請勿在螺牙內圈敲動。

A switch of ball valve can be operated quickly and easily.

Water users do not tighten or open it hardly. The movements of operation are shown in the pictures. Please do not knock the inner circle of bolt.

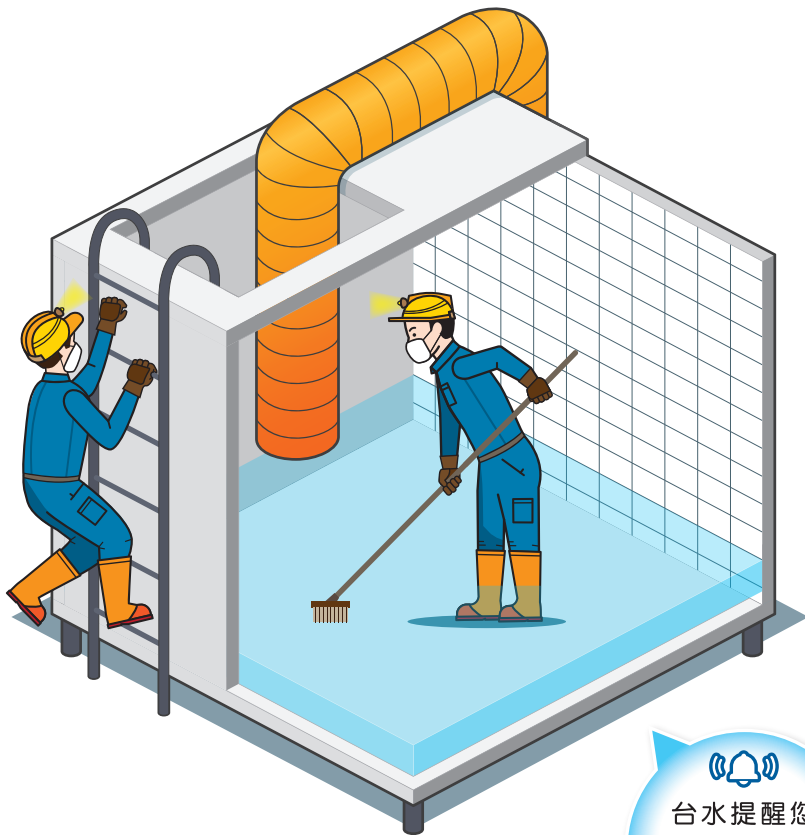
- (三) 操作不當，將嚴重損及閥門精度及使用壽命。

Improper manipulation will seriously damage the accuracy of valve and shorten the useful life of valve.



請定時清洗水池水塔

並且同時檢查用水設備  以確保自來水用水安全



確保用水安全，請您這樣做



- 1 蓄水池（塔）要定期清洗，每半年至少清洗一次。
（本公司有輔導合格的清洗業者，可至本公司網站查詢）
- 2 蓄水池四周及上下應與其他結構物分開，如此才較不會有污水滲入蓄水池的可能。
- 3 自來水管絕對不可與其他水源的水管混接，以免遭受污染。



台水提醒您

【此圖像僅為示意】
於清理水塔時，請依
住宅之水塔水池
現況處理。

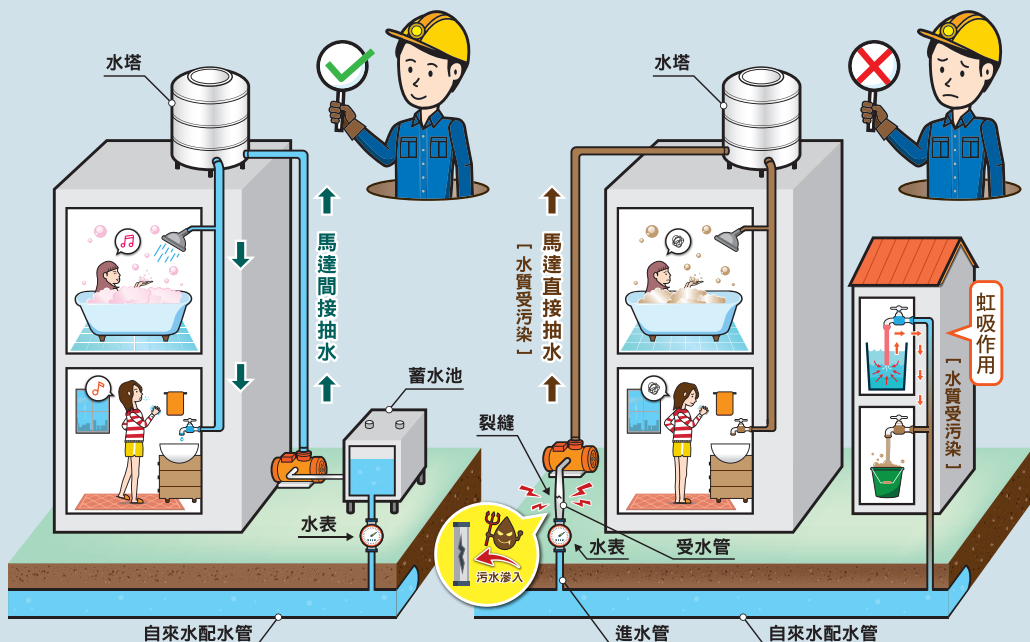


台灣自來水公司
TAIWAN WATER CORPORATION

廣告

確保自來水用水安全

請你這樣做



1 應避免 → 抽水馬達直接由受水管線抽水。

若以馬達由受水管直接抽水，極易造成管中「負壓」，如遇管線有裂縫，便會使外側污水自裂縫處被吸入受水管中，造成水質的嚴重污染，應避免直接抽水。如遇停水期間，務必事先關閉抽水馬達。

2 應避免 → 使用橡皮管接水，將橡皮管浸泡在水中。

許多民眾習慣於水龍頭出水端加裝橡皮管以方便接水，且通常將橡皮管直接置於接水容器內（如洗衣機、噴水池、游泳池等），此時若容器內的水為污水，橡皮管又直接浸於水中，污水易藉由虹吸作用倒流入給水管而污染自來水。

3 自來水管絕對不可與其他水源的給水管混接，以免遭受污染。

4 蓄水池四周及上下應與其他結構物分開並保持45公分以上之距離，如此才較不會有污水滲入蓄水池的可能。

5 蓄水池（塔）要定期清洗，每半年至少清洗一次。

本公司有輔導合格的清洗業者，可至 [本公司網站](#) 或 掃描右方 QR Code

