臺北自來水事業處及所屬工程總隊 108 年新進職員(工)甄試試題

甄試類科/職別【代碼】: 土木工程 A/四級工程師【O3901】、 土木工程 C/一級工程員【O3902】、 機電工程/一級工程員【O3903】、 化學工程/一級工程員【O3904】、 企業管理/一級業務員【O3905】、 資訊處理(軟體)/一級業務員【O3906】

共同科目:1.國文:公文寫作 2.英文 3.自來水法規:包含民法、消費者保護法、 自來水法及其施行細則、臺北自來水事業處營業章程及消費性用水服務契約 \*入場通知書編號:

- 注意:①作答前先檢查答案卡(卷),測驗入場通知書編號、座位標籤、應試科目等是否相符,如有不同 應立即請監試人員處理。使用非本人答案卡(卷)作答者,不予計分。
  - ②本試卷為一張雙面,測驗題型分為【國文:公文寫作 1 題,占 40 分】與【英文:四選一單 選選擇題 15 題,合計 30 分】及【自來水法規:四選一單選選擇題 15 題,合計 30 分】,
  - ③四選一單選選擇題限以 2B 鉛筆於答案卡上作答,請選出一個正確或最適當答案,答錯不倒扣; 以複選作答或未作答者,該題不予計分。
  - ④非選擇題限以藍、黑色鋼筆或原子筆於答案卷上採橫式作答,並請依標題指示之題號於各題指定 作答區內作答。
  - ⑤請勿於答案卡(卷)上書寫姓名、入場通知書編號或與答案無關之任何文字或符號。
  - ⑥本項測驗僅得使用簡易型電子計算器(不具任何財務函數、工程函數、儲存程式、文數字編輯、 內建程式、外接插卡、攝(錄)影音、資料傳輸、通訊或類似功能),且不得發出聲響。應考人 如有下列情事扣該節成績 10 分,如再犯者該節不予計分。1.電子計算器發出聲響,經制止仍執 意續犯者。2.將不符規定之電子計算器置於桌面或使用,經制止仍執意續犯者。
  - ⑦答案卡(卷)務必繳回,未繳回者該節以零分計算。
- ◎請勿於答案卡(卷)上書寫姓名、入場通知書編號或與答案無關之任何文字或符號。

# 壹、國文【公文寫作,共40分】

### 第一題:

臺北市自來水事業處,為了達成「提供質優量足」、「用戶滿意的服務」之使命,實現「直飲、效能、 永續的台北好水」之願景,奉行「正直誠信」、「開放共享」、「創新卓越」、「團隊合作」之核心價值 ; 自民國 107 年度起,即以三大策略主題、十三個策略目標,做為開展事業地圖之工作重點。

此三大策略主題,分別是:完善供水環境、精進優質服務、健全財務結構。每一主題之下,分就「顧客」 構面」、「內部流程構面」兩個構面,訂立策略目標。

主題一「完善供水環境」。其「顧客構面」之策略目標為「加強服務便捷」;「內部流程構面」之策略 目標為「達成管網改善」、「加強備援備戰」、「建構安全直飲」。

主題二「精進優質服務」。其「顧客構面」之策略目標為「提升節水效能」;「內部流程構面」之策略 目標為「推廣智慧水表」、「擴大供水資訊」。

主題三「健全財務結構」。其「顧客構面」之策略目標為「推動使用者合理付費」;「內部流程構面」 之策略目標為「強化財務控管」。

三大策略主題,共用四個策略目標。分別是:「學習成長構面」之「深化主管培育」、「落實人力管理」、 「提升作業學習」;「財務構面」之「多元資產管理」等。

參考以上資料,請代業務承辦人**陳中平**,撰擬臺北市自來水事業處致所屬各營業分處函:請督促有關人 員,落實執行此三大策略主題、十三個策略目標之工作重點,共同開展臺北市自來水事業處更恢宏的事業版 圖。

### 貳、英文【四選一單選選擇題 15 題,每題 2 分,合計 30 分】

一、字彙【請依照句于所後文意,選出最適	l富的答案】
[3] 1. Due to political tension in the	e region, stock prices continued to fall this week.
① defective	② ingenious
③ escalating	④ judicial
[1] 2. Unable to reach a after many	hours of deliberation, the jury was discharged.
① verdict	② meditation
③ whisk	④ nitrogen
[4] 3. Before announcing the winner of the awa	ard, the famous director first read out the
① absentees	② refugees
3 examinees	④ nominees
[1] 4. Most members the new rule b	because it is considered inappropriate and impractical.
① disapprove of	② consider as
③ volunteer to	comprise by
[2] 5. The suspect said that he was forced or	into the crime by his family and close friends.
① recovered	② manipulated
③ verified	accelerated
二、文法測驗【請在下列各題中選出最適當	
[3] 6. All of the passengers objected to	•
① let	② lets ④ be let
③ letting	
- · ·	with substantially increased protection in their purchase of food
services, a number of others in the c	•
① joined	② joining
③ to be joined	(4) that joins
•	nbined with a patient-centric philosophy to give expecting mothers
they believe is the highest-quality he	
① that	② which
③ it is	(4) what
[2] 9. In his opinion, playing the role of a ment	or well is than his work or title.
① important much more	
② of much more importance	
③ more important much	
at much importance more	
	contact our customer service representatives at this number.
① You should wish	
② You wished	
<ul><li>③ Wishing you</li><li>④ Should you wish</li></ul>	
U BIIOUIU YOU WISII	

### 三、閱讀測驗【請依照段落上下文意,選出最適當的答案】

In one of the world's longest studies of adult life, researchers at Harvard University have collected a large amount of data from nearly 2000 adults on their physical and mental health. Over the years, researchers have studied the participants' **health trajectories** and their broader lives, including their triumphs and failures in careers and marriage, and the findings have produced startling lessons, and not only for the researchers. "The surprising finding is that our relationships and how happy we are in our relationships has a powerful influence on our health," said Robert Waldinger, director of the study. Close relationships, more than money or fame, are what keep people happy throughout their lives, the study revealed. Those ties protect people from life's discontents, help to delay mental and physical decline, and are better predictors of long and happy lives than social class, IQ, or even genes.

Researchers who have pored through data, including vast medical records and hundreds of in-person interviews and questionnaires, found a strong correlation between men's flourishing lives and their relationships with family, friends, and community. Several studies found that people's level of satisfaction with their relationships at age 50 was a better predictor of physical health than their cholesterol levels were.

The researchers also found that marital satisfaction has a protective effect on people's mental health. They found that people who had happy marriages in their 80s reported that their moods didn't suffer even on the days when they had more physical pain. Those who had unhappy marriages felt both more emotional and physical pain.

Those who kept warm relationships tended to live longer and happier, said Waldinger, and the loners often died earlier. "Loneliness kills," he said. "It's as powerful as smoking or alcoholism." According to the study, those who lived longer and enjoyed sound health avoided smoking and alcohol in excess. Researchers also found that those with strong social support experienced less mental deterioration as they aged.

- [2] 11. What is the study mentioned in the passage mainly about?
- ① Level of education and achievement
- ② Health and other aspects of life
- 3 Income and social status
- Marriage and happiness
- [4] 12. Which of the following is true about the study?
- ① It is done by adults in the neighborhood of the university.
- ② The data collected are all from Harvard graduates.
- 3 Its findings are surprising only to the readers.
- 4 It reveals the importance of relationships to health.
- [3] 13. Which of the following can be inferred from the passage?
- ① Smoking and alcoholism harm our bodies more than cholesterol.
- ② A married man will definitely be happier and healthier than a single man.
- 3 Good relationships benefit our body and mind.
- Although whether we can live a long and happy life is mostly determined by genes, relationships also play a small role.
- [1] 14. According to the passage, which of the following groups will most likely enjoy a longer and happier life?
  - ① People who are happily married
  - ② People who made a lot of money in their 20s
- 3 People with extremely high IQ
- People who have never been hospitalized before
- [4] 15. What does the term **health trajectories** in the first paragraph most likely refer to?
- ① The relationship between a person's mental health and non-social factors
- ② The peak of a person's mental health over a lifetime
- 3 A person's average medical expenses every year
- The change of a person's health conditions over time

## 參、自來水法規【四選一單選選擇題 15 題,每題 2 分,合計 30 分】

【4】16.下列何者非甲之遺產繼承人?

①配偶 ②孫子女 ③祖父母

④表兄弟

④ 15 ⊟

【2】17.依民法規定,限制行為能力人未得法定代理人之允許,所為之單獨行為,效力如何?

①有效 ②無效 ③效力未定 ④得撤銷

【4】18.依消費者保護法規定,企業經營者對於消費者之申訴,應於申訴之日起幾日內妥適處理之?

【2】19.依自來水法規定,自來水事業對於竊水者,依其所裝之用水設備及按自來水事業之供水時間暨當地供水狀況,追償多少之水費?

37 ⊟

①3個月以上6個月以下之水費

②3個月以上1年以下之水費

③6個月以上1年以下之水費

④ 6 個月以上 2 年以下之水費

【2】20.依臺北自來水事業處消費性用水服務契約規定,申請新設用水設備如須使用或通過他人之土地、建築物,應事先取得下列何者之同意書?

①抵押權人

① 3 ⊟

②所有權人

② 5 ⊟

③地上權人

④不動產役權人

【3】21.依臺北自來水事業處營業章程規定,因災害、緊急措施或工程施工而停止全部或一部供水時,應將停水區域及時間事先通告周知,並呈報所在地主管機關核備;但停止供水事故係臨時發生者,得於事後補報。其有特殊情形必須連續停水達幾個小時以上或定時供水者,應先申請所在地主管機關核准,並公告周知?

① 3 小時

②6小時

③ 12 小時

④ 24 小時

【4】22.依臺北自來水事業處營業章程規定,用戶如無法取得前用戶簽章時,得單獨申請變更用水人名義(過戶),並應繳清前用戶之欠費。但前用戶於幾個月內提異議時,本處得取消後用戶之變更?

① 1 個月

② 2 個月

③ 3 個月

④ 6 個月

【3】23.依臺北自來水事業處營業章程規定,有關抄表收費之敘述,下列何者錯誤?

①每月抄表收費一次

②隔月抄表收費一次

③ 3 個月抄表收費一次

@必要時得調整之,但應事前以書面通知用戶

【3】24.依臺北自來水事業處營業章程規定,因情形特殊未裝水表之用戶,每月按用水設備之口徑計收基本費,並按每人每月幾度加計水費?

①3度

②5度

③7度

④ 10 度

【2】25.依臺北自來水事業處營業章程規定,臺北自來水事業處得經營下列何種附屬事業?

①包裝洗滌水事業

②包裝飲用水事業

③包裝飲用茶事業

④包裝汽泡水事業

【4】26.下列何者為無償契約?

①買買契約

②互易契約

3租賃契約

④贈與契約

【4】27.下列何者為小明之姻親?

①小明之太太

②小明之舅舅

③小明之表姊

④小明之姊夫

【2】28.依消費者保護法規定,消費者保護團體對於同一之原因事件,致使眾多消費者受害時,得受讓幾人以上消費者損害賠償請求權後,以自己名義,提起訴訟?

① 10 人

② 20 人

③ 50 人

④ 100 人

【4】29.依自來水法第28條規定,自來水事業專營權之有效期間為多久?

①5年

②10年

③ 20 年

④ 30年

【2】30.有關民法行為能力之敘述,下列何者正確?

①未滿七歲之未成年人,有限制行為能力

②滿七歲以上之未成年人,有限制行為能力

③未成年人已結婚者,有限制行為能力

@受監護宣告之人,有限制行為能力