

臺北自來水事業處暨所屬工程總隊 102 年新進職員甄試試題

甄試類科：全【D9501~D9504】

甄試職別：全

共同科目：國文、英文、自來水法規

*請填寫入場通知書編號：_____

注意：①作答前須檢查答案卡(卷)、入場通知書編號、桌角號碼、應試類別是否相符，如有不同應立即請監試人員處理，否則不予計分。
②本試卷為一張雙面，測驗題型分為【公文寫作 1 題，每題 40 分】與【四選一單選選擇題 30 題，每題 2 分，合計 60 分】。
③選擇題限以 2B 鉛筆於答案卡上作答，請選出最適當答案，答錯不倒扣；未作答者，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，不必抄題但須標示題號，並請從答案卷內第一頁開始書寫，違反者該科酌予扣分。
⑤應考人得使用符合簡章規定之電子計算器，應考人測驗時於桌面上放置或使用不符規定之電子計算器，經勸阻無效，仍執意使用者，該科扣 10 分，電子計算器並由監試人員保管至該節測驗結束後歸還。
⑥答案卡(卷)務必繳回，未繳回者該科以零分計算。

於答案卷上作答時，不得書寫與題意無關之姓名、編號或其他不應有的文字、標記、符號等，違反者該科酌予扣分。

【國文】佔 40 分

公文寫作：

臺北自來水事業處一向秉持「真誠創新，以客為尊」的經營理念，提供全方位優質服務，以提升用戶滿意度。各營業分處服務中心除加強洽公環境綠美化，並落實走動式服務，主動趨前探詢、導引民眾至洽辦櫃檯。櫃檯人員須穿著整潔，並配掛識別證，態度和藹親切，以提升臨櫃服務品質。用戶來電在鈴響三聲內接聽，接聽人員對所洽問題應作具體詳細解答，洽談完畢，說「再見」或「不客氣」等結束語。對於申訴案件，必請申訴人留下電話，俾利將處理情形通知申訴人，務期圓滿解決申訴事宜。

請參考以上資料，代業務承辦人(聯絡人)李三希撰擬臺北自來水事業處致所屬各營業分處函：加強洽公環境綠美化，並提供全方位優質服務，以提升用戶滿意度。

【英文】佔 30 分

一、字彙【請依照句子前後文意，選出最適當的答案】

- 【3】1. A web _____ is a tool used to separate content from presentation in web design, and for mass-production of web documents.
① monitor ② keyboard ③ template ④ document
- 【2】2. Influenced by constant exposure to violence and crime in the media, the younger _____ seem to have ethical standards different from those of their elders.
① conditions ② generations ③ innovations ④ corporations
- 【3】3. It's rather impolite to _____ others during a conversation.
① interpret ② intersperse ③ interrupt ④ intensify
- 【3】4. They wished to transform the jangling discord of discrimination into a _____ of brotherhood.
① function ② sequence ③ sympathy ④ consolation
- 【4】5. Michael's ambition is to become an _____ and study relics of ancient times.
① architect ② astronomer ③ astrologist ④ archaeologist

二、文法測驗

- 【3】6. The beautiful view at the top of the mountain _____ the difficult climb to get there.
① making up ② made up of ③ made up for ④ was made from
- 【1】7. What do you feel like _____ tonight? Personally I am interested in going out to a movie.
① doing ② to do ③ to be doing ④ to be done
- 【2】8. We can _____ get in touch with the Johnsons through email.
① easy to ② easily ③ be easily ④ do easily
- 【3】9. I don't want to call her, and _____.
① Bob too ② neither do Bob ③ neither does Bob ④ Bob not want, either
- 【1】10. The problem _____ for three months now, and we need to find a quick solution.
① has existed ② has been existed ③ is existing ④ had to be existed

三、閱讀測驗

Nowadays, when people sail the friendly skies, it's usually by jet. But if you want a captivating, bird's-eye view of the world that you'll never forget, nothing beats a ride in a hot air balloon.

Hot air balloons have been around for a long time—perhaps even longer than we'd imagine. Some historians speculate that the Nazca, an ancient Peruvian culture, used hot air balloons to create their spectacular ground drawings, which are only visible from high altitudes. Chinese records show that nearly two millennia ago, wily military leaders launched small balloons, known as Kongming lanterns, to relay signals to their troops during battles. However, the first confirmed manned balloon flight occurred in 1783, when two Frenchmen embarked on a 20-minute journey over Paris. Although outdated as a practical form of transportation, hot air balloons continue to fascinate people to this day. The Lorraine Mondial Air Balloon Rally, which is held biannually in France, is one of the most celebrated balloon festivals around. In 2009, pilots turned the French skyline into a stage for graceful air ballet, as over 300 multi-colored balloons simultaneously took flight. Santa Paula, California is home to another noteworthy festival: the Citrus Classic. Visitors can hobnob with pilots and enjoy live music and refreshments as they watch the balloons sail over rolling hills and citrus orchards.

So, if you're ever in the area when a hot air balloon festival floats through town, be sure to check it out. The experience is sure to inflate your spirits and put the wind in your sails—and that's not a lot of hot air.

- 【2】11. What is the best reason to travel in a hot air balloon?
① It costs less than other forms of transportation.
② It's the best way to enjoy the scenery of an area.
③ It's better for the environment than planes or vehicles.
④ It is one of the fastest ways to get to your destination.
- 【4】12. Which of the following statements about hot air balloons is **NOT** true?
① Many people still enjoy watching them in flight.
② Chinese military leaders used them to send messages.
③ The first balloon flights that carried people occurred in Europe.
④ Historians are certain that the Nazca used them to make ground drawings.
- 【2】13. The word "captivating" in the first line of the first paragraph is closest in meaning to "_____".
① intangible ② fascinating
③ informative ④ apprehensive
- 【3】14. What does the author suggest in the last paragraph?
① Everyone should see a balloon festival no matter where they live.
② Only people who like talking to pilots would enjoy a balloon festival.
③ If a balloon show is nearby, you should consider visiting it for a day.
④ If more people don't attend balloon festivals, this tradition will die out.
- 【2】15. What would be the best title for this article?
① Hot Air Balloon Festivals
② The Best Form of Air Travel
③ A Hot Air Balloon Ride
④ Best Activity Nowadays

【請接續背面】

【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）】佔 30 分

【3】16.依民法規定，非對話之意思表示，於何時發生效力？

- ①相對人了解時
- ②表意人將函件投郵時
- ③通知達到相對人時
- ④表意人寫完信函時

【1】17.下列何者非民法所規定債之發生原因？

- ①不動產抵押權
- ②無因管理
- ③不當得利
- ④侵權行為

【4】18.有關債之效力，下列敘述何者錯誤？

- ①解除契約之意思表示，不得撤銷
- ②解除權之行使，不妨礙損害賠償之請求
- ③有交付不動產義務之債務人，於債權人遲延後，得拋棄其占有
- ④對於利息，債權人得請求支付遲延利息

【1】19.有關定型化契約，下列敘述何者錯誤？

- ①定型化契約條款限以書面為之
- ②定型化契約條款未經記載於定型化契約中而依正常情形顯非消費者所得預見者，該條款不構成契約之內容
- ③定型化契約中之定型化契約條款抵觸個別磋商條款之約定者，其抵觸部分無效
- ④契約之主要權利或義務，因受條款之限制，致契約之目的難以達成者，推定其顯失公平

【3】20.企業經營者與消費者訂立定型化契約前，應有多少日以內之合理期間，供消費者審閱全部條款內容？

- ①七日
- ②十四日
- ③三十日
- ④六十日

【3】21.有關特種買賣之敘述，下列何者錯誤？

- ①未經消費者要約而對之郵寄或投遞之商品，消費者不負保管義務
- ②企業經營者與消費者分期付款買賣契約應以書面為之
- ③郵購或訪問買賣之消費者，對所收受之商品不願買受退回商品時，須說明理由及負擔寄送物所支之必要費用
- ④郵購或訪問買賣之消費者，對所收受之商品不願買受時，得於收受商品後七日內，退回商品

【1】22.有關自來水法總則之規定，下列敘述何者錯誤？

- ①自來水事業為公用事業，限以公營為之
- ②民營之自來水事業應依法組織股份有限公司
- ③有關鄉鎮公營自來水之監督及輔導事項，由縣（市）（局）主管機關辦理
- ④有關直轄市及縣（市）自來水事業之監督及輔導事項，由中央主管機關辦理

【2】23.依自來水法之規定，專供自用之自來水設備，係指其出水量每日在多少立方公尺以上者？

- ①十五立方公尺
- ②三十立方公尺
- ③四十立方公尺
- ④四十五立方公尺

【4】24.有關自來水事業之營業，下列敘述何者錯誤？

- ①供水條件及自來水事業與用戶雙方應遵守事項，須於營業章程內訂明
- ②中央主管機關應成立水價評議委員會，委員會由政府機關、學者專家、消費者團體等各界公正人士組成
- ③自來水事業對消防用水，不得收取水費。對其他有關市政之公共用水，應予優待
- ④自來水用戶欠繳應付各費逾期一個月，經限期催繳仍不清付者，自來水事業得對其停止供水

【2】25.依「臺北自來水事業處營業章程」規定，下列何者非屬其供水種類？

- ①普通用水
- ②商業用水
- ③市政用水
- ④臨時用水

【3】26.有關臺北自來水事業處因災害、緊急措施或工程施工而停止全部或一部供水時之相關規定，下列敘述何者錯誤？

- ①應將停水區域及時間事先通告周知
- ②臨時發生之停止供水事故得於事後補報所在地主管機關
- ③遇特殊情形須連續停水達二十四小時以上者，應先呈報所在地主管機關備查
- ④用戶對於因工程施工而停止及限制供水，不得要求任何損失賠償

【3】27.依「臺北自來水事業處營業章程」規定，有關自來水用戶之用水量及收費，下列敘述何者錯誤？

- ①因用戶之事由未能抄表時，該期用水量暫照上期用水度數計算，於下期抄表時結算之
- ②因情形特殊未裝水表者，每月按用水設備之口徑計收基本費，並按每人每月七度加計水費
- ③用戶申辦中止用水期間，基本費減半計收
- ④因不可抗力事由致停止供水連續超過二十四小時者，當月基本費按停水日數比例扣減

【3】28.依「臺北自來水事業處消費性用水服務契約」內容，水表發生故障致無法正確表示實用度數時，有關水費之推計，下列敘述何者錯誤？

- ①得按用戶前二期正常用水平均度數推計
- ②得按新表實用度數推計
- ③用戶用水有季節性變化者，得按其前一年度之月平均用水推計
- ④應採合理且有利於用戶之方式推計

【3】29.依「臺北自來水事業處消費性用水服務契約」內容，其所稱竊水行為，下列何者非屬之？

- ①未經自來水事業處許可，在其供水管線上取水者
- ②繞越所裝水表私接水管者
- ③因水表故障致表計用水量顯較實際減者
- ④非因消防需要而擅自開啟公用救火栓取用自來水者

【2】30.依「臺北自來水事業處消費性用水服務契約」內容，用戶未經申請，私自變更用水用途，如其費率高於原來者，得視情節追收水費差額，惟最高以多久為限？

- ①三個月
- ②六個月
- ③一年
- ④二年