

To: 香港電燈有限公司
The Hongkong Electric Co., Ltd.
Customer Centre, 9/F., Electric Centre,
28 City Garden Road, North Point, Hong Kong
(near Fortress Hill MTR Station)
Tel: 2887 3411 Fax: 2510 7667
Email: cs@hkelectric.com
Account-By-Phone Service: 2887 3466

致: 香港電燈有限公司
The Hongkong Electric Co., Ltd.
香港北角城市花園道 28 號
電燈中心 9 樓客戶中心
(近炮台山港鐵站)
電話: 2887 3411 圖文傳真: 2510 7667
電郵: cs@hkelectric.com
「客戶通」自動系統電話服務: 2887 3466

APPLICATION FOR TERMINATION OF ELECTRICITY ACCOUNT 終止電力賬戶申請表

Please read the notes overleaf and complete all items in BLOCK LETTERS.
請閱讀背頁的資料，所需的各項資料均須以正楷填寫。

Account No. 賬戶號碼

TYPE OF CUSTOMER Person 個人
客戶類別 Company 公司

Deposit Receipt No. 按金收據編號 -

- If the original deposit receipt was lost, please put a "✓" in the . A Letter of Indemnity will be mailed to you for your completion.
如按金收據正本已遺失，請在 填上“✓”號。我們將寄上遺失按金保證書以供閣下填寫。

Service Address:
供電地址

I / We being the REGISTERED CUSTOMER of the above account is now applying to finalize my / our account on (at least 2 working days later)

我/我們以上述賬戶註冊客戶身份現申請於以下日期結束我/我們的電力賬戶(最快兩個工作天後)

____ / ____ / ____
Date 日 / Month 月 / Year 年

I / We understand that a letter will be sent to me / us regarding deposit refund arrangement for my/ our finalized account. (Please refer to the back page for details)

我/我們明白當賬戶結束後，貴公司會致函通知我/我們有關退還按金的安排。(詳情請參閱背頁)

NAME OF REGISTERED CUSTOMER (In block letters)

註冊客戶姓名(請用正楷)

B.R. No. (If registered under company name)

商業登記號碼 (如以公司名義登記)

聯絡人 Contact Person Same as Registered Customer 與註冊客戶相同

Other 其他 Name 姓名: _____

Relationship with Customer
與客戶的關係

Contact Tel No.
聯絡電話號碼

Contact E-mail Address
聯絡電郵地址

Correspondence Address: (Please complete in English to facilitate computer inputting)
通訊地址: (為方便輸入電腦, 請盡量用英文填寫)

Remarks:
備註

Date:
日期

REGISTERED CUSTOMER'S SIGNATURE / CHOP
註冊客戶簽署 / 蓋章

For Office Use Only: Received By:
由職員填寫: 收件人

TERMINATION OF ACCOUNT & DEPOSIT REFUND

終止賬戶及退還按金

TERMINATION OF ACCOUNT

Two working days advance notice is required. If excavation work is required to remove the cutout box and associated cable, it will normally take about 8 weeks to obtain the necessary excavation permit from the relevant authorities for the removal work.

It is not necessary to make appointment with us for taking the final meter reading unless the electricity meter is inside the premises.

In most of the cases, the registered customer can simply call 2887 3411 during office hours or complete the respective electronic application form via our website (www.hkelectric.com) to terminate the account.

The registered customer may also submit a letter or this application form to our Customer Centre:

- 1) By fax at 2510 7667
- 2) By post
- 3) In person
- 4) By email to cs@hkelectric.com

The account will be automatically finalized on the effective transfer date of the application for transfer from the new customer. However, the registered customer is liable for all outstanding charges of the account as long as the account remains under his name.

DEPOSIT REFUND

Deposit can be refunded after account termination.

Without Deposit Receipt:

For registered customers not issued with a deposit receipt (i.e. The deposit was paid with the first electricity bill of your account), please call us at 2887 3411 during office hours to arrange deposit refund.

With Deposit Receipt:

For registered customers issued with a deposit receipt, please mail the properly-endorsed original deposit receipt/letter of indemnity, together with the correspondence address and telephone no. to our Customer Centre for deposit refund.

If deposit receipt is lost, please call us at 2887 3411 during office hours. A letter of indemnity will be sent to the registered customer for completion.

Refund by Cheque

A crossed cheque made payable to the registered customer will be mailed to the correspondence address within five working days.

Direct Refund to Bank Account

For the refundable amount \$5,000 or below, we can also arrange direct refund to the bank account of the registered customer in Hong Kong within five working days upon receipt of a copy of bank record showing the bank account no. and bank account name.

PERSONAL DATA (PRIVACY)

The provision of personal data is voluntary. Personal data collected will be used in matters relating to the operations of the Company or may be disclosed to third party organisations which assist in the Company's operation. Failure to provide the data requested may mean that the Company is unable to supply the relevant services. Customers' names, contact numbers, addresses and email addresses may also be used for the purpose of direct marketing on electricity-related services, electrical appliances, information on electric living, courses, donation appeals and public notices by the Company itself, but the Company may not so use such data without your consent. Customers who wish to opt out for direct marketing may indicate in this form, or at any time raise the request to the Company without charge and it will take effect as soon as possible.

To request a full copy of the Privacy Policy Statement, for enquiry, for data access and correction, or to opt-out from use of your personal data in direct marketing, please refer to website: www.hkelectric.com, email us at personaldata@hkelectric.com, call us at 2887 3411, fax to 2510 7667 or write to 9/F Electric Centre, 28 City Garden Road for the attention of our Personal Data Protection Officer

終止賬戶

客戶需要兩個工作天前通知本公司終止賬戶。若需要掘路移除地下電纜及相關供電裝置，則需預留大概八星期由相關部門審批掘路許可証後才可展開工程。

除非電表是安裝在有關物業之內，否則客戶毋需與我們預約時間抄讀電表。

在一般情況下，註冊客戶可於辦公時間內致電 2887 3411 或透過本公司網頁(www.hkelectric.com)遞交有關的電子申請表格辦理取消賬戶手續。

註冊客戶亦可以書面通知或填妥此申請表，然後透過以下途徑交回本公司客戶中心：

- 1) 傳真至 2510 7667
- 2) 郵遞
- 3) 親臨遞交
- 4) 電郵至 cs@hkelectric.com

當新申請的客戶辦妥賬戶轉名手續後，舊有賬戶亦會自動結束。註冊客戶需要承擔所有名下的電費直至賬戶結束為止。

退還按金

註冊客戶可在賬戶結束後申請退回按金。

沒有獲發按金收據:

沒有獲發予按金收據的註冊客戶(按金在開戶時與首期電費單一併繳交)，請於辦公時間內致電 2887 3411 辦理退還按金手續。

獲發按金收據:

獲發予按金收據的註冊客戶，請將已簽署的按金收據正本/遺失按金保證書連同通訊地址及聯絡電話寄回客戶中心以辦理退還按金。

倘若按金收據已遺失，請於辦公時間內致電 2887 3411，我們將安排寄出遺失按金保證書予註冊客戶填寫。

支票形式

按金餘款將以註冊客戶為抬頭人的劃線支票於五個工作天內寄往通訊地址。

直接存入銀行戶口

如按金餘款為\$5,000 或以下，餘款亦可直接存入註冊客戶於香港開設的銀行戶口內。按金將於收到印有銀行戶口號碼及持有人姓名的銀行紀錄後五個工作天內存入該銀行戶口。

個人資料(私隱)

客戶提供個人資料純屬自願性質。所收集的個人資料將會作本公司營運之用，該等資料亦可透露予第三者機構以幫助本公司運作。如客戶不提供所需資料，本公司可能無法提供有關服務。客戶的姓名、聯絡號碼、地址及電郵地址亦可被本公司作直接促銷之用，包括推廣與電力有關的服務、電器用品、電氣化生活資訊、課程，或用作呼籲慈善捐款及公告啓示。不過未經你的同意，本公司並不會使用有關資料作直接促銷之用。如客戶反對本公司作直接促銷，可於此表格上表示或向本公司提出要求。有關要求不需收費及會盡快生效。

如欲索取私隱政策聲明、查詢、要求查詢及改正個人資料或反對其個人資料作直接促銷之用，請瀏覽本公司網頁：www.hkelectric.com、電郵至 personaldata@hkelectric.com、致電2887 3411、傳真至2510 7667或郵寄城市花園道28號電燈中心9樓保障個人資料主任收。