

5. Customer Service

5.1. Customer Service Standards and Achievement

In 2017, HK Electric again achieved or even surpassed all [18 pledged customer service standards](#), a track record we have kept since introducing these standards in 1993.

We are committed to excellent customer services and aim to exceed customers' expectations and achieve total customer satisfaction by continuously improving our services. We have received a record 1,857 commendations for our services in 2017, reflecting a high level of customer satisfaction.



Customer Service Standards

Services Provided		Service Standards in 2018	Results in 2017
Electricity Supply	Reliability Rating of Electricity Supply	Better than 99.998%	Better than 99.999% (99.9999%)
	Average Notification Period before Planned Suspension of Electricity	7 days in advance	17.01 days in advance
	Average Time for Supply Restoration after Interruption of Supply	Within 2 hours	1 hour 15 minutes
	Site Investigation for Power Quality Enquiries	Within 3 working days	Achieved
Connection of Supply	Connection of Supply <ul style="list-style-type: none"> • Not Requiring Installation Inspection • After Satisfactory Installation Inspection 	Within the next working day Within the same day	Achieved Achieved
	Installation Inspection Appointment <ul style="list-style-type: none"> • Provide Appointment for Installation Inspection • Appointment Punctuality (within a 1.5-hour time band) 	Within 2 working days Better than 99.7%	Achieved Achieved
	Reconnection of Supply after Payment of Outstanding Charges	Same day as payment is received	Achieved
Electricity Accounts & Meters	Closure of Electricity Account at Customer Request	Within 2 working days	Achieved
	Deposit Refund by Cheque after Full Authorisation by Customer and Closure of Account	Within 5 working days	Achieved
	Special Request on Meter Reading	Within the next working day	Achieved
	Processing of Concessionary Tariff Application upon Confirmation from Assessment Centre	Within 2 working days	Achieved
	Meter Testing	Accuracy traceable to international standards via HOKLAS accredited Standards Laboratory	Achieved
Customer Enquiries	Average Waiting Time for Counter Services at Customer Centre	Less than 3.5 minutes	1.74 minutes
	Average Waiting Time for Telephone Enquiry Services by Customer Services Representatives	Less than 9 seconds	8.65 seconds
	Reply to Written Enquiries on Customer Accounts	Within 7 working days after receipt	Achieved
	Site Investigation for Electricity Consumption Enquiries	Within 3 working days	Achieved
Emergency Services	Average Waiting Time for Telephone Calls to Customer Emergency Services Centre	Less than 9 seconds	1.59 seconds
	Average Arrival Time at Scene in Urban Areas in Response to Emergency Calls	Less than 28 minutes	19.47 minutes

5.2. Power Supply Reliability and Quality

Supply Reliability

HK Electric has been maintaining a world-class supply reliability rating of over 99.999% since 1997 and an average unplanned Customer Minutes Lost of less than one minute since 2009. We attained these through adopting a life cycle and risk-based approach on the asset management of our transmission and distribution system, together with the application of advanced technologies such as condition monitoring and modern diagnostics to identify potential problem areas.

Power Quality

To provide better power quality advisory service to our customers and industry practitioners, HK Electric has set up a Power Quality Centre to demonstrate and explain the causes and phenomenon of supply interruptions, voltage dips and harmonics. Effective measures to mitigate the undesirable effects of power interruptions, voltage dips and harmonics are also introduced. Guided tours can be arranged on request.

System Control Centre

The System Control Centre controls and monitors the Company's generation, transmission and distribution systems. It operates round the clock to ensure that electricity is delivered to our customers in a safe, reliable and efficient manner with low emission and carbon footprint. We adopt sophisticated systems, namely, the Energy Management System and the Distribution Management System with smart grid features and conduct regular reviews to ensure critical cyber assets are protected in line with international standards.

Advanced Monitoring and Detecting Technologies

To enhance the reliability of the plants in our transmission network, most of our gas insulated switchgears are monitored by online partial discharge detection systems. In addition, the conditions of the oil-insulated transmission transformers are monitored by online dissolved gas analysis or total combustible gas detection systems. The online partial discharge detection systems are being progressively installed at



the zone substations for monitoring the conditions of the air-insulated switchgear. HK Electric also conducts diagnostic testing to assess cable conditions and identify weak components for replacement prior to failure.

Measures against External Disturbances

HK Electric mainly uses underground and submarine cables for transmission and distribution of electricity. This, together with the six cable tunnels used in the Company's transmission system, makes our network less prone to the impacts brought about by adverse weather conditions. Our power plants and coastal transmission and distribution stations are also equipped with anti-flooding systems.



To avoid or minimise cable damage caused by road works, HK Electric hosts seminars on cable damage prevention for various stakeholders. We also commissioned an automatic identification system to detect any marine vessels that have stopped at our submarine cable reserve zones, so that we can make precautions against any damage caused by anchoring.

Prompt Emergency Services

Our Customer Emergency Services Centre provides necessary support for customers through a 24-hour hotline (2555 4000). For customers requiring special support such as hospitals, we carry out regular drills with them to test the contingency supply plans and help each other familiarise with the procedures.

5.3. New Service Initiatives

Customers can simply register our [Account-On-Line Service](#) for viewing account information, arranging e-bills and processing various account applications through smartphones. We also provide a QR code to customers receiving e-bills so they may pay at convenience stores without having to print their bills while e-Receipts are available for customers to manage bill payments more conveniently and environmentally friendly.

A mobile payment app “AlipayHK” was introduced for our customers in October 2017 which allows them to view their latest bill balances and pay bills through a one-touch payment process.

To save customers’ time in paying for bills of small outstanding amounts, bill balances below \$150 will be carried forward to the next bill and no immediate settlement will be required. A special promotion to celebrate the 20th anniversary of the establishment of the HKSAR was launched to encourage more customers to switch to e-billing and autopay options. The promotion successfully recruited about 10,000 each of new e-bill and autopay users.

5.4. Serving Customers with Special Needs

For the Elderly

Other than the large-font bills available for elderly customers, a mini-website “[Web for the Elderly](#)” has been set up with easily accessible design and useful information for senior citizens, including an introduction of Account-On-Line Service, handling methods during supply interruptions and concessionary tariffs, etc. At our Customer Centre in

North Point, an express counter is set aside for senior citizens where magnifying glasses and presbyopia spectacles are available for use.



For the Mobility, Visually and Hearing-Impaired

In addition to Braille bills, a voice-assisted e-bill service is available for the visually-impaired. A teleloop system is installed at our Customer Centre and an SMS enquiry hotline is designated for hearing-impaired customers on customer account and emergency matters. Our customer service representatives can also communicate with hearing-impaired customers in basic sign language. Besides, we also produce a series of sign language videos, featuring the safe and smart use of electricity and ways to handle supply interruptions.

Barrier-free facilities at our Customer Centre have been further enhanced to provide a dedicated wheelchair-friendly counter, automatic doors at building access and an improved washroom for the disabled. We also welcome customers with guide dogs to visit our Customer Centre.

For Life-Support Equipment Users

We pay special attention to customers who depend on life-support equipment, registering their accounts to remind our staff to handle their electricity supply with extra care. Prior notification will be given to these customers before we carry out any planned supply suspension, so that they can make alternative arrangements.



For Ethnic Minorities

To make HK Electric's services accessible to customers from the ethnic minorities, our customer service pamphlets are published in eight minority languages, including Hindi, Bahasa Indonesia, Tagalog, Urdu, Japanese, Thai, Nepali and Korean.

Concessionary Tariff Schemes

To help the underprivileged, we partner with the Hong Kong Council of Social Service to offer concessionary rates to senior citizens, the disabled, single-parent families and the unemployed. Those qualified will get 60% off on the first 200 units of electricity consumed each month, with deposit and minimum charge waived. Currently, more than 5,200 customers are enjoying concessionary tariffs.

5.5. Powering Electric Vehicles and Data Centres

HK Electric has more than 110 Electric Vehicles (EVs) in the fleet and has installed 13 EV charging stations. EV users can always locate a HK Electric charging station within 15 minutes of driving distance. Information on the charging stations including location, types of chargers, navigation function as well as real-time occupancy status are available in the HK Electric Low Carbon App. Motorists can also book a charging space through a trial scheme using designated mobile apps. Free charging at the stations has been further extended to end 2018.



The “[Smart EV Charge Easy Online Advisor](#)” allows EV users, incorporated owners and property management companies to have a preliminary report to facilitate the installation of charging facilities at their buildings. By obtaining a proposal with basic information, customers can further discuss the installation arrangement with their owners associations or the HK Electric team.

During 2017, we handled 562 enquiries and arranged 84 site inspections regarding the installation of EV charging facilities.

Separately, HK Electric provides [premium services for data centre owners or operators](#) including locating suitable sites, tariff advisory as well as energy management services. Advice on supply availability and whether reinforcement is necessary for the selected site would be ready within four working days upon receipt of an enquiry.

5.6. Listening to our Customers

The Customer Liaison Group is a major platform for the Company to engage its customers and collect their views and feedback. The new 48-member group with term lasts from 2018-19 comprises customers across our supply territory and various stakeholders, such as district councillors, NGO representatives and community leaders.



Other ways to collect customer feedback include “We Meet on Friday” sessions, “Give-Me-5” customer surveys, and after-service satisfaction surveys which revealed a customer satisfaction level of 4.6, based on a 5-point scale.

