

**CHAPTER 10**

**CUSTOMER SERVICES**

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#### 10.1 The Customer Centre

The Centre is located on 9/F., Electric Centre, 28 City Garden Road, North Point, Hong Kong (Near Fortress Hill MTR Station). It provides general services on customers' accounts and technical advisory services to customers and registered electrical contractors/workers.

1. The general services on customers' accounts and enquiries provided in the Customer Centre include:
  - a. Application for supply/change of load.
  - b. Application for transfer of account.
  - c. Application for termination of account.
  - d. Deposit enquiries and refund.
  - e. Bill enquiries.
  - f. Copy bills.
  - g. Consumption queries.
  - h. Autopay application.
  - i. Request for special meter reading.
  - j. Historical consumption record.
  - k. Miscellaneous enquiries.
2. The technical advisory services provided in the Customer Centre include:
  - a. Advising customers and RECs/REWs on HK Electric requirements and the requirements of the interface between the customer's and HK Electric equipment for connection of supply.

- b. Making appointment for inspection or re-inspection.
- c. Amendment of inspection date.
- d. Issue of inspection reports.
- e. Explanation of the inspection report to the customer and REC/REW.
- f. Issue of tariff metering equipment.
- g. Handling the standard forms related to inspection.
- h. Handling request for shutdown of HK Electric supply.

## **10.2 Telephone Enquiry Services**

1. A customer or a REC/REW can make enquiries in regard to his account and electricity supply through the customer services hotline 2887 3411 for general customer services and 2887 3455 for technical advisory services.
2. The customer services hotline 2887 3411 provides the following services:
  - a. Bill enquiries.
  - b. Application for supply and account transfer.
  - c. Application for termination of account.
  - d. Deposit enquiries and refund.
  - e. Consumption queries.
  - f. Request for special meter reading.
  - g. Copy bills.
  - h. Autopay application.
  - i. Historical consumption record.
  - j. Miscellaneous enquiries.

3. The customer services hotline 2887 3455 provides the following services:
  - a. Appointment for inspection or re-inspection.
  - b. Amendment of inspection date.
  - c. Enquiry of inspection time band for next working day.
  - d. Explanation of the inspection report to the customer and REC/REW.
  - e. Confirmation of temporary shutdown of supply.

### **10.3 Account-by-Phone Service**

We provide an automated telephone system, the Account-by-Phone Service (APS), to make it more convenient for our customers to obtain information and services regarding their electricity accounts 24 hours a day.

By calling 2887 3466, the customer or REC/REW will be guided to obtain the desired information and services by pressing the buttons.

### **10.4 Electricity-by-Phone Service**

We provide an automated telephone system, the Electricity-by-Phone Service (EPS), to make it more convenient for customers or RECs/REWs to obtain information and services regarding the connection of supply, customer requested shutdown and other advisory services 24 hours a day.

By calling 2887 3838, the customer or REC/REW will be guided to obtain the desired information and services by pressing the buttons.

The following information and services are provided:

1. Time band of inspection appointment.
2. Result of last inspection.
3. Fax copy of report of last inspection.
4. On-line booking of inspection appointment.
5. Progress of application for supply.

6. Customer requested shutdown.
7. Request for standard forms related to inspection.
8. Advisory services on voltage fluctuations.
9. Useful telephone numbers.

## **10.5 Electronic Services**

We also provide electronic services for customers to obtain information and services regarding connection of supply and electricity account matters. Customers can obtain these services from our website [www.hkelectric.com](http://www.hkelectric.com) or our mobile app. Services available include:

1. Access to electricity bill and account information.
2. Subscribe e-Receipt.
3. Payment through Internet.
4. On-line electricity account applications, such as application for supply/transfer and appointment for installation inspection, etc.
5. Download brochures and standard forms concerning application for supply/transfer and customer installation inspection, etc.

## **10.6 Inspection Service**

1. Appointment for Inspection or Re-Inspection Date
  - a. We normally provide appointment for installation inspection within 2 working days. However, exception may be entertained provided that
    - i. the customer can provide documentary evidence to prove the urgency, and
    - ii. inspection manpower is available.
  - b. If a customer wishes to make an inspection appointment or to alter an inspection date, he may make the request by completing Form C.I. 121, from our website [www.hkelectric.com](http://www.hkelectric.com) or by calling 2887 3455.

- c. A 1.5-hour inspection time band will be assigned to each inspection appointment. Our staff will visit the service address at anytime within the 1.5-hour inspection time band. The appointment time for inspection will be normally from 0930 to 1730 hours.
- d. Customer/REC/REW may call us at 2887 3455 or via the 24-hour EPS system at 2887 3838 to enquire the 1.5-hour inspection time band appointment for the next working day.
- e. Customer/REC/REW may request to have a fax or SMS notification of confirmation of the inspection appointment time band. They can also opt for SMS e-alert notification of inspection results and confirmation of their electricity supply connection.
- f. Customer/REC/REW may make re-inspection appointment before settling the re-inspection fee, if any.

## 2. Inspection Report

If the installation is found to be substantially incomplete or defective, a report will be issued to the customer/REC/REW on site immediately after the inspection. A copy of the report and a notification letter will be sent to the correspondence address TWO working days after every inspection. Additionally, the customer/REC/REW may obtain a copy of the report via the 24-hour EPS system at 2887 3838.

## 3. Inspection Service Outside Normal Office Hours

Under normal circumstances, inspection service is rendered during office hours. However, should there be a genuine need, HK Electric may consider to provide the service outside normal office hours. To apply for the service outside normal office hours, the following conditions shall be noted:

- a. The customer shall complete a form (C.I. 137) "Request for Advance Installation Inspection" and shall undertake to pay the service charge as required. The service charge will be added to the customer's monthly electricity bill. Alternatively, REC/REW may apply for payment of service charge on behalf of the customer by completing Form C.I. 142.
- b. The request shall be made to HK Electric as soon as possible so that HK Electric can make necessary arrangement.

## **10.7 Collection of Tariff Metering Equipment**

Ordinary tariff metering equipment is provided free of charge to our customers. For whole current type meters (direct-connected type meters), our meter fixer will bring the meters to site and install them. For C.T. operated meters, REC/REW shall make advance appointment with us at 2887 3455 to collect the necessary metering equipment from the Customer Centre and install them properly before meter fixing.

## **10.8 Request for Shutdown of HK Electric Supply**

1. If shutdown of HK Electric supply is required to facilitate the work, say switchboard maintenance, load transfer etc., first of all, the customer/ REC/REW should obtain a written agreement of the shutdown from all tenants affected. The customer/REC/REW should complete a form (C.I. 509) "Request for Temporary Shutdown of Supply" and return to 9/F., Electric Centre, North Point or by Fax No. 2814 3275 AS SOON AS POSSIBLE and AT LEAST TWO WEEKS before the shutdown date. Fax copy of the shutdown request form (C.I. 509) can be obtained from our 24-hour Electricity-by-Phone Service (EPS) at 2887 3838 or downloaded from our website [www.hkelectric.com](http://www.hkelectric.com).
2. The customer or REC/REW should quote the supply number (SN) of his installation for communication with HK Electric. The SN should be checked at the position below and quoted on the above request form.

HK Electric supply  
arrangement

Position of SN label:

Service Cutout/Cable

L2 module of cutout or ferrule fixed on cable

Transformer

Upper front panel of customer's main incomer

HV Supply

Upper front panel of customer's main incomer

3. If changes are to be made to the metering arrangements or the installation during shutdown maintenance, the customer shall inform HK Electric before the shutdown.
4. If there are no changes in metering arrangements or alteration to the installation during shutdown maintenance, the customer shall make a declaration to that effect to HK Electric before restoration of supply.

5. The shutdown period may have to be re-scheduled if circumstances require. The customer or REC/REW is requested to call us at 2814 3421 or our Electricity-by-Phone Service (EPS) at 2887 3838 for arrangement.
6. Pursuant to Regulations 19 and 20 of the Electricity (Wiring) Regulations, a Certificate shall be prepared and signed by a REW of appropriate grade certifying that the installation complies with the Electricity Ordinance. Prior to restoration of supply, the REW shall be present at site and a copy of the duly completed Certificate prescribed by the Government shall be provided to HK Electric as stipulated in our Supply Rules.

#### **10.9 Advisory Service on Voltage Fluctuations**

If a customer suspects that his installation has voltage fluctuations, such as light flickering, he shall employ a REC/REW to inspect his electrical installation.

Upon inspection, if the REC/REW finds that the electrical installation is in order but the problem remains unresolved, the customer may write to HK Electric together with a copy of REC's report and state the nature of the problem. HK Electric may visit the customer's installation to investigate the matter. Technical advice will be given to the customer after investigation.

#### **10.10 Advisory Service on Electromagnetic Interference**

If a customer experiences electromagnetic interference, he may call us at 2887 3455. HK Electric may visit the customer's installation to investigate the matter. Technical advice will be given to the customer after investigation.

#### **10.11 Load Factor and Power Factor Improvement**

If a customer finds the power factor and/or load factor at his electrical installation is not efficient, he may call us at 2887 3455 to request assistance in measuring the load factor and/or power factor.



### **10.12 Mock Up Inspection Service**

In order to assist the customer or REC/REW to identify departures in a typical installation in a multi-flat development at an earlier stage, a free mock up inspection service is provided. The customer or REC/REW may call us at 2887 3455 to request a mock up inspection at least 4 weeks before all flats are ready for inspection.

Upon inspection, an inspection report will be provided to the customer or REC/REW so that rectification work can be arranged.

### **10.13 Advisory Service on Rewiring of Rising/Lateral Mains of Existing Buildings**

A customer who wishes to upgrade his electrical installation in existing building to meet his new demand for electricity may contact HK Electric for advice. We are prepared to provide the following services to facilitate his REW's work:

1. Advice on interface installation requirements.
2. Coordination of upgrading work and shutdown of HK Electric electricity supply.
3. Comment on the proposed schematic wiring diagram.
4. Advice on meter duct/room layout, meter position, etc.
5. Provision of printed address labels with corresponding meter numbers for easy identification of service address at site and cross connection check sheets for verification of correct connection of meter tails after the upgrading work.
6. Coordination of site work so that tariff meters may be properly sealed and checked for cross-connection on time.

A REC/REW may contact us at 2887 3455 for detailed arrangement.

#### **10.14 Ambassador Service**

If a customer has any problems with electricity supply related matters, he may call our Enquiry Office at 2887 3455 for advice. The customer may wish to organise seminars or gatherings on electricity matters and we are pleased to send our engineers to speak on topics of interest. For enquiry, please call us at 2887 3455.

#### **10.15 Account Monitoring Service**

Before a customer decides to apply for conversion from Non-Residential Tariff to the Maximum Demand Tariff, he should conduct maximum demand measurement/monitoring of his installation to ascertain the advantages and disadvantages of the Maximum Demand Tariff. As an alternative, if he has difficulty to carry out the above assessment, he may consider our Account Monitoring Service at a charge. Under our Account Monitoring Service, we will arrange to provide the following information monthly for customer's account(s) for a period of three months:

1. Maximum Demand (kVA)
2. Consumption (kWh)
3. Charge at Maximum Demand Tariff
4. Charge at Non-Residential Tariff

The concerned account(s) will remain to be charged under Non-Residential Tariff until customer's decision to change from Non-Residential Tariff to Maximum Demand Tariff has been received and agreed by us.

The customer may make the request for the above service by completing Form C.I. 147.

#### **10.16 Enterprise Advisor Service**

A one-stop tailor-made "Enterprise Advisor" service is available at our Customer Centre, providing our commercial customers and their electrical contractors with advice on application for new or additional supply, energy efficiency and safety, power quality issues and account matters.

### **10.17 Services for Small and Medium Enterprises (SME)**

The vitality and contribution of SMEs are of crucial importance to the economy of Hong Kong. As a caring organization and to facilitate the conduct of business of SMEs in Hong Kong, we provide a comprehensive range of value-added services to them, covering one-stop service to expedite business start-up by SMEs and other electricity and tariff advisory services.

We value every contact with SMEs and strive to design the most appropriate services for them. Therefore, we actively listen to their needs via after-service survey. We also conduct regular seminars and guided tours to our demonstration centres for the SMEs.

Our “Enterprise Advisor Service” provides the SMEs with advice on application for new or additional supply, energy efficiency and safety, power quality and account matters, all under one roof at our Customer Centre in North Point. This one-stop service can help to speed-up the provision of electricity supply to the SMEs for the start-up of their business.

We have launched Energy-efficient Equipment Subsidy Programme, aiming to subsidise non-residential customers including SMEs to retrofit or install energy-efficient equipment.

### **10.18 Smart Power Gallery**

To bring alive the possibilities of energy conservation and renewable energy to the stakeholders, HK Electric establishes the Smart Power Gallery, an interactive learning space. Located in Possession Street, Sheung Wan, the gallery spans five floors. Across the different floors, visitors can uncover the story behind HK Electric, power system, climate change, renewable energy, low-carbon smart city, Smart Power Services, and etc.

For details, please visit [www.hkelectric.com/SPG-en](http://www.hkelectric.com/SPG-en) or call us at 2510 2701.

