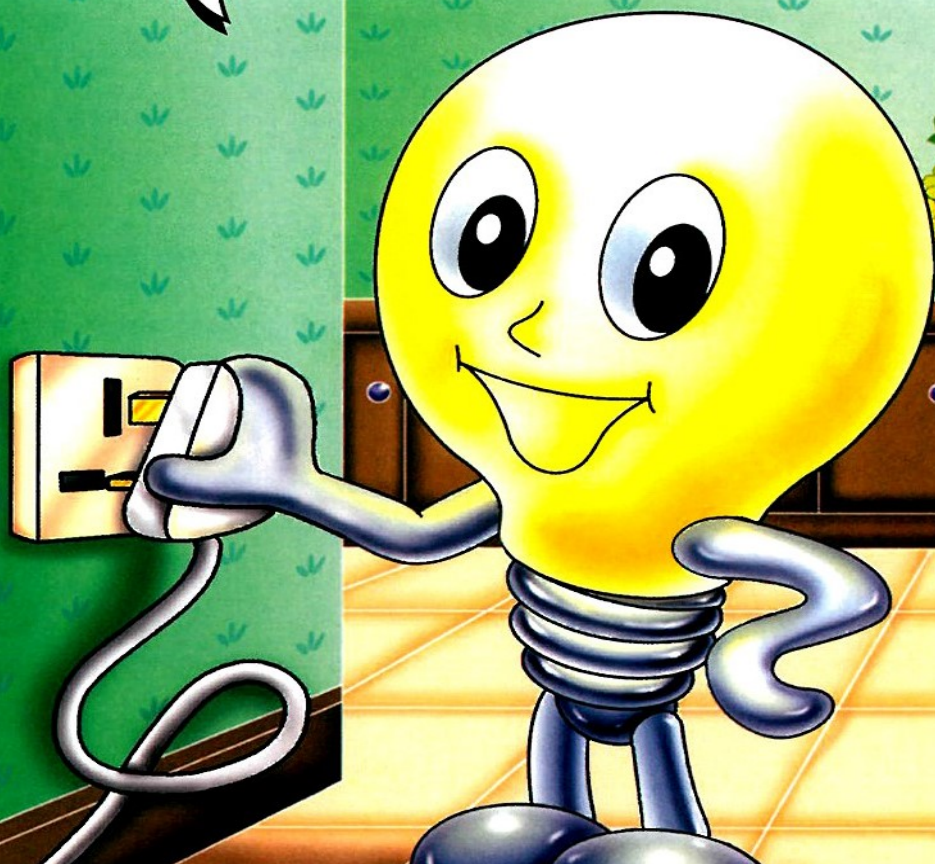
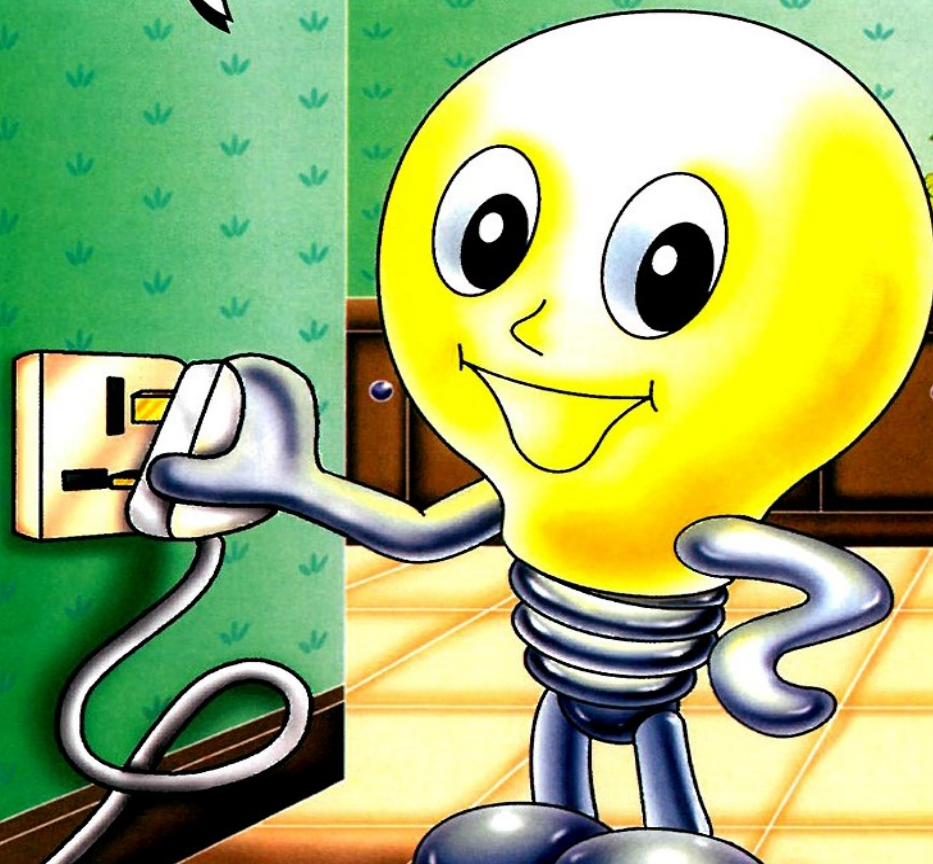


怎樣申請電力供應、
賬戶轉名及終止賬戶？



How to apply for
supply/transfer &
termination of account?



How to apply for electricity supply?

If you want to transfer an account, apply for new supply, or change the supply loading, in most of the cases you can apply simply by phone at 2887 3411 during office hours or via our Internet homepage at www.hkelectric.com. You may also submit an application form to our Customer Centre by post or in person. Application forms are available free of charge at our Customer Centre.



When will supply be available?

Electricity supply will be made available on the next working day for connection to supply source not requiring installation inspection.

In general, under what condition is installation inspection required?

- (i) New installation or the electricity supply has been disconnected for more than 4 months; or
- (ii) There is alternation to the existing installation and/or the supply loading.

Installation Inspection Arrangement

Appointment for inspection services can be made by phone at 2887 3455 during office hours, by submission of "CI Form 121", via Internet homepage at www.hkelectric.com, by our "Electricity-by-Phone service" at 2887 3838 (for domestic customers only), or by visiting our Customer Centre. If the request is received before 1 pm, an inspection can be arranged on the next working day. The registered electrical contractor/worker should submit a copy of the duly completed "Work Completion Certificate (WCC)" on or before the installation inspection and the registered electrical workers of the appropriate grade should be present on site during the installation inspection.

Normally, upon satisfactory installation inspection, supply will be connected immediately. If it is unsatisfactory, re-inspection is required and re-inspection fees will be levied.

If the application for supply needs to install extra equipment and/or apply for official permits, it may take a longer time and service charge may be required.

If an installation is connected to communal rising mains and its main switch rating has to be increased, "CI Form 140" should be submitted to confirm it is agreed by the owner of rising mains.



How about deposit?

A deposit is required as security for future use of electricity. The required deposit is equivalent to 60 days estimated consumption, and the estimation is based on the loading of appliances and the main switch rating.

如何申請電力供應？

客戶如需申請賬戶轉名、新供電或更改電力負荷，一般都可於辦公時間內致電 2887 3411 或透過本公司網頁辦理 (www.hkelectric.com)，客戶亦可將申請表格郵寄或交回本公司客戶中心。申請表格可於本公司客戶中心免費索取。



接駁電力供應所需時間

如無需裝置檢查(驗線)，電力可於申請後下一個工作天接駁。

通常在哪種情況下需安排裝置檢查(驗線)？

- (i) 全新裝置或電力供應已終止超過四個月；或
- (ii) 現有裝置曾作更改或負荷變更。

電力裝置檢查(驗線)

預約驗線服務可於辦公室時間內致電 2887 3455、遞交「C.I.121 表格」、透過本公司網頁 (www.hkelectric.com) 利用本公司「易駁通」電話 2887 3838(只適用於家庭客戶)或親臨本公司客戶中心辦理。如在下午一時前接獲申請，驗線日期可安排在下一個工作天進行。註冊電業承辦商/工程人員須於驗線時或之前遞交「完工證明書」(W.C.C.)之副本，並於驗線時安排適當級別的註冊電業工程人員在場。

有關電力裝置在驗線合格後，通常可即時接駁電力供應。如電力裝置尚欠妥善，本公司須進行覆驗及收取覆驗費。

若因供電而需裝配外供電設備及/或申請正式工程許可證時，該項電力供應申請將需較長時間處理，或需繳交服務費。

如申請增設的電力裝置需要接駁到上陸總線上，客戶必須填妥「C.I.140 表格」，以證明有關安排已經獲得上陸總線擁有人同意。



按金

客戶須繳交按金作為將來用電之保證。該金額大約相等於六十天的估計用電量，而該用電量是基於電器負荷和供電總開關額定值而定。

供電則例

供電條件是依照香港電燈有限公司「供電則例」及現行電力條例及政府有關則例。「供電則例」可在客戶中心免費索取。本公司網頁亦載有「供電則例」，以供參考。

如何終止賬戶？

註冊客戶如需終止賬戶，一般都可於辦公時間內致電 2887 3411 辦理或透過本公司網頁辦理 (www.hkelectric.com)，客戶亦可以書面通知或填妥「申請終止電力賬戶」表格，然後郵遞或傳真至 2510 7667。有關表格可在客戶中心免費索取，客戶亦可致電 2887 3466 索取圖文傳真。

而當新申請的客戶辦妥轉名手續後，舊有賬戶亦會自動結束。註冊客戶是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下一個工作天申請退回按金。

請將已簽署的按金收據連同通訊地址及聯絡電話寄回客戶中心。按金將以劃線支票於五個工作天內寄回註冊客戶。

如按金餘款\$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銀行戶口。

未獲發按金收據的客戶，可用電話辦理退還按金餘款的手續。

如有任何查詢，請於辦公時間內致電 2887 3411。



Supply Rules

The terms and conditions of supply are subject to the Company's Supply Rules, the Electricity Ordinance and relevant Government Regulations. Supply Rules are available free of charge at our Customer Centre. Copy of Supply Rules is also available on our Internet homepage at www.hkelectric.com.

How to terminate an electricity account?

To terminate an electricity account, in most of the cases the registered customer can simply call 2887 3411 during office hours, or apply via our Internet homepage at www.hkelectric.com. The registered customer may also submit a letter or an "Application for Termination of Account" form to our Customer Centre in person, by post or by fax at 2510 7667. The termination forms are available free of charge at our Customer Centre or by fax via "Account-by-Phone Service" (APS) at 2887 3466.

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

Deposit refund

Deposit can be refunded on the next working day after the date of account termination.

Please mail the properly endorsed deposit receipt, together with the correspondence address and telephone number to our Customer Centre, a crossed cheque will then be mailed to the registered customer within five working days.

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

For registered customers not issued with a deposit receipt, deposit refund can be processed by phone.

Please call 2887 3411 during office hours for enquiries.



Customer Centre

9/F Electric Centre, 28 City Garden Road, North Point, Hong Kong.
(near Fortress Hill MTR station)

SCOPE OF SERVICES

- Application for supply/change of load
- Application for transfer of account
- Application for termination of account
- Deposit enquiries and refund
- Bill enquiries
- Copy bills
- Consumption enquiries
- Autopay application
- Technical advisory services to customers and registered electrical contractors/workers
- Appointment and enquiries on installation inspections



USEFUL TELEPHONE NUMBERS

Customer Services

- Customer Services Executives 2887 3411
- Account-by-Phone Service 2887 3466
(24-hour automated telephone service)
- Facsimile 2510 7667

Installation Inspection Enquiries and Technical Services

- Engineers/Technicians 2887 3455
- Electricity-by-Phone Service 2887 3838
(24-hour automated telephone service)
- Facsimile 2510 7721

Customers Emergency Services Centre

- 24-hour emergency service 2555 4999

POSTAL ADDRESS

G.P.O. Box 915, Hong Kong

E-MAIL ADDRESS

customerservices@hkelectric.com

WEBSITE

www.hkelectric.com

客戶中心

香港北角城市花園道 28 號電燈中心 9 樓 (近炮台山地鐵站)

服務範圍

- 申請供電/改變電力負荷
- 賬戶轉名
- 終止賬戶
- 查詢及退回按金
- 查詢電費事項
- 索取電費副本
- 查詢用電量
- 申請自動轉賬
- 為客戶及註冊電業承辦商/工程人員提供技術性諮詢服務
- 查詢及預約驗線



查詢電話

客戶服務

- 客戶服務主任 2887 3411
- 「客戶通」廿四小時自動系統電話服務 2887 3466
- 傳真號碼 2510 7667

驗線查詢及技術諮詢服務

- 工程師/工程技術員 2887 3455
- 「易駁通」廿四小時自動系統電話服務 2887 3838
- 傳真號碼 2510 7721

客戶緊急服務中心

- 廿四小時緊急服務 2555 4999

郵寄地址

香港郵政總局信箱 915 號

電郵地址

customerservices@hkelectric.com

網址

www.hkelectric.com