

**Welcome** to our “e-REW Express”. In this issue, we have described the application procedures for customer-requested shutdown and power suspension arrangement for electrical work.

We hope you will find the information of this e-REW Express useful and handy. If you have any suggestion, please send an email to us at [mail@hkelectric.com](mailto:mail@hkelectric.com) or contact our Customer Installation Section at 2887 3455 so that we can further improve our service.

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## Power Suspension Arrangement for Electrical Work

### 1. Application Procedures for Customer-requested Shutdown

- 1.1 If shutdown of HK Electric supply is required to facilitate work such as Periodic Inspection, Testing and Certification (PITC) work, the applicant (customer/REC/REW) should obtain consent from all affected tenants/customers for the shutdown of HK Electric supply. The applicant should complete a form (C.I. 509) "Request for Temporary Shutdown of Supply" as shown in Figure 1. A 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.
- 1.2 The applicant should quote the supply number (SN) of his/her 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

Service Cutout / Cable

Transformer

HV Supply

Position of SN label:

L2 module of cutout or ferrule fixed on cable

Upper front panel of customer main incomer

Upper front panel of customer main incomer

- 1.3 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.
- 1.4 The duly completed Form C.I. 509 should be returned to Customer Installation Section, 9/F., Electric Centre, North Point or by Fax No. 2510 7721 AS SOON AS POSSIBLE and AT LEAST TWO WEEKS before the shutdown date. Please be reminded that the requested shutdown is subject to our confirmation of acceptance and the shutdown schedule may have to be re-scheduled if circumstances require.

To : The Hongkong Electric Co., Ltd.  
Customer Services Department  
(Fax No. : 2510 7721)

CONFIDENTIAL

**REQUEST FOR TEMPORARY SHUTDOWN OF SUPPLY**

Affected Address : \_\_\_\_\_

HK Electric Supply Number : SN \_\_\_\_\_  L.V. Service Cutout  Transformer  H.V. Supply (Pl. see remark)

Requested Shutdown Period :  
From \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ To \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Time Date Time Date

Application No.: \_\_\_\_\_ Meter No.: \_\_\_\_\_ Shutdown for Maintenance Work  
(if any) (if any)  Yes  No

Registered Electrical Worker / Contractor :  
Name : \_\_\_\_\_ Contact Tel. No.: \_\_\_\_\_  
Contact Person : \_\_\_\_\_

Registration No.: \_\_\_\_\_ Pager No.: \_\_\_\_\_

I undertake to pay all charges arising out of the service and declare that the approved loading of the installation will not be altered without your Company's prior approval.

I have obtained consent from all tenants affected and will display notice accordingly.

Please add the charge to Account No.: \_\_\_\_\_  
 Please debit the Applicant in due course Business Registration No.: \_\_\_\_\_

Applicant Name : \_\_\_\_\_ Contact Telephone No.: \_\_\_\_\_

Address : \_\_\_\_\_

Date : \_\_\_\_\_ Applicant's Signature / Chop \_\_\_\_\_

**NOTES TO APPLICANT**

- This form shall be duly completed and returned to Customer Installation Section, 9/F, Electric Centre, North Point, Hong Kong, or by FAX NO. 2510 7721 at least two weeks before the shutdown date. For enquiry, please call telephone No. 2887 3455.
- Consent should be obtained from all affected tenants who obtain electricity supply from the above HK Electric supply number and a copy of such is attached to this form.
- Please note that the requested shutdown is subject to our confirmation of acceptance. Although we will endeavour to satisfy the customer's request as far as possible, the requested shutdown may have to be re-scheduled if circumstances require. **In any circumstances, you must not start work until you have received confirmation from our site engineer on site that the electricity supply has been isolated.**
- Pursuant to Regulations 19 and 20 of the Electricity (Wiring) Regulations, a Certificate shall be prepared and signed by a registered electrical worker of appropriate grade certifying that the installation complies with the Electricity Ordinance. Prior to restoration of supply, the registered electrical worker 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.
- 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.
- 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.
- The provision of personal data is voluntary. Personal data collected will be used in matters relating to the operations of HK Electric or may be disclosed to third party organizations which assist in HK Electric's operation. Such data may also, unless the customer in writing requests otherwise, be used for the purpose of direct marketing by HK Electric itself. Data access and correction requests may be addressed to the Customer Data Protection Officer, 9/F Electric Centre, 28 City Garden Road. Failure to provide data requested may mean that HK Electric is unable to supply the relevant services. A full copy of HK Electric's Statement of Customer Data Policy is available on request by calling 2887 3411 or by faxing to 2510 7667.

Remark : Tick box where appropriate ( ✓ )

CI Form 509 Rev. 04/2011

Figure 1 – Form C.I. 509 – Request For Temporary Shutdown of Supply

- 1.5 Applicants are encouraged to liaise with our engineer at telephone no. 2510 2019 for the proposed schedule of shutdown requests as early as possible so that the requested shutdown schedule can be confirmed by us in advance. Otherwise, the requested shutdown may have to be re-scheduled if circumstances require.

## 2. Power Suspension Arrangement for Electrical Work

Since 1 December 2011, HK Electric has implemented a new arrangement to issue an LV Isolation Certificate to confirm that the HK Electric supply source has been isolated for REW to conduct the electrical work for customers directly supplied by our transformer / LV Panel locating inside HK Electric's distribution substation.

The new power suspension arrangement and procedures for the issue/receipt of LV Isolation Certificate for customers directly supplied by our transformer / LV Panel are depicted below.

### 2.1 Isolation of Supply

2.1.1 The REW of the applicant shall arrange to isolate the customer main switch before shutdown of HK Electric supply.

2.1.2 HK Electric site engineer will isolate the concerned supply point for customer's fixed electrical installation and prove DEAD at the customer main switch of the concerned supply point to confirm that supply is properly isolated.

2.1.3 An LV Supply Isolation Certificate as shown in Figure 2 will be issued by HK Electric site engineer to confirm the completion of the supply isolation. The recipient (i.e. the REW representative of the applicant) shall sign on both the HK Electric copy and the recipient's copy of the LV Supply Isolation Certificate.

2.1.4 The key for controlling the isolation point and the recipient's copy of the LV Supply Isolation Certificate will be issued to the REW for retention until the work for which this LV Supply Isolation Certificate was issued has been completed and all persons under his charge have been withdrawn.

### 2.2 Restoration of Supply

2.2.1 Upon completion of the electrical work, the REW shall sign Part 3 (Clearance) on the recipient's and HK Electric copy of the LV Supply Isolation Certificate and declare that the work for which this LV Supply Isolation Certificate was issued has been completed and all persons under his charge have been withdrawn. All tools and temporary connections shall be removed. The key for controlling the isolation point shall be attached to this LV Supply Isolation Certificate to allow for its cancellation.

2.2.2 The REW of appropriate grade shall provide a copy of the duly completed Work Completion Certificate to HK Electric site engineer.

2.2.3 After the cancellation of the LV Supply Isolation Certificate, the REW shall confirm site clearance again for restoration of the supply to the customer electrical installation.

2.2.4 The REW will retain the recipient's copy of the LV Supply Isolation Certificate for record.

<b>THE HONGKONG ELECTRIC CO., LTD.</b>		
香港電燈有限公司		
<b>LV SUPPLY ISOLATION CERTIFICATE</b> 低壓電源隔離證		
No. 編號	<u>12345</u>	Associated Shutdown No. <b>D</b> 相關停電編號
<b>1. Issue and Declaration 發出及聲明</b>		
To : _____ being a Registered Electrical Worker representative of the customer 致 (Full name in block letter 姓名) 客戶的註冊電業工程人員代表		
I declare that the following apparatus has been isolated from all sources of supply from The Hongkong Electric Co., Ltd. (HK Electric). 本人茲聲明下列裝置已從所有香港電燈有限公司(港燈)的電源隔離。		
_____		
_____		
This LV Supply Isolation Certificate is issued by _____ (Full name in block letter 姓名) 發出此低壓電源隔離證為		
being the Authorised/Competent Person of the HK Electric authorised to issue an LV Supply Isolation Certificate on the Apparatus specified in above. 授權在上述裝置上簽發低壓電源隔離證的港燈授權/合格人士		
Signed 簽署 _____ Time 時間 _____ Date 日期 _____		
<b>2. Receipt 接收</b>		
I hereby declare that I have received this LV Supply Isolation Certificate and the key for controlling the above Isolation Point(s). 本人茲聲明本人已接收上述低壓電源隔離證及控制上述隔離點的鎖匙。		
Signed 簽署 _____ being a Registered Electrical Worker (Grade A□ B□ C□) representative of the customer. 客戶註冊電業工程人員(級別為A□ B□ C□) 代表		
Registration Number _____ 註冊號碼		
Time 時間 _____ Date 日期 _____		
<b>3. Clearance 撤離</b>		
I hereby declare that the work for which this LV Supply Isolation Certificate was issued has been completed and all persons under my charge have been withdrawn. All tools and temporary connections have been removed. The key for controlling the Isolation Point(s) is attached to this LV Supply Isolation Certificate to allow for its cancellation. 本人茲聲明在此低壓電源隔離證簽發下而進行的工作已完成及已撤離轄下的所有人員。所有工具及臨時接駁點已拆除。控制上述隔離點的鎖匙隨此低壓電源隔離證附上，以便撤消此聲明。		
Signed 簽署 _____ being a Registered Electrical Worker (Grade A□ B□ C□) representative of the customer. 客戶註冊電業工程人員(級別為A□ B□ C□) 代表		
Time 時間 _____ Date 日期 _____		
<b>4. Cancellation 撤消</b>		
I hereby declare that I have checked in the key for controlling the Isolation Point(s) quoted in this LV Supply Isolation Certificate and this LV Supply Isolation Certificate is hereby cancelled. 本人聲明已收妥此低壓電源隔離證引述的控制隔離點的鎖匙並撤消此低壓電源隔離證。		
Signed 簽署 _____ Time 時間 _____ Date 日期 _____ being the Authorised/Competent Person of the HK Electric 為港燈授權/合格人士		
<input type="checkbox"/> Select the appropriate box and put a [✓] <input type="checkbox"/> 選擇合適方格並加上[✓]		
Rev. Nov. 2011	HK Electric Copy 港燈印本	

Figure 2 – LV Supply Isolation Certificate