



Caring – The Way We Serve

關愛為重 • 待客之道

09 CUSTOMER SERVICE STANDARDS  
優質服務標準

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Knitting is a unique way to show your care for your loved ones. It takes time, patience and skills to translate thoughtfulness and creativity into something that is not only beautiful but also, fit-for-purpose. At HK Electric, we serve with a caring mindset, “knitting” our services to meet customers’ needs, today and always.

編織是向所愛的人表達關懷的方式之一，講求時間、耐性和技巧，還要結合巧思和創意，方能締造出一件件美麗而實用的織物。港燈待客，以關愛為重，處處體貼客戶的需要，如同親手為客戶編造織物，時刻獻上貼身貼心的服務。



A large, stylized orange cursive signature that reads "Message". The signature is written in a fluid, handwritten style and is positioned to the right of the portrait, partially overlapping the white background.

## Dear Customers,

2009 marks a new era for HK Electric as we enter into a new Scheme of Control Agreement with the Government. But what remains unchanged is our consistency and commitment towards Hong Kong and our customers, as we continue to strive for excellence in delivering world class service and supply reliability. Also remains steadfast is our caring mindset towards our customers – always trying to tailor and customise our services to suit their needs.

In review of last year's performance, I am glad to report that our supply reliability continues to maintain at over 99.999%, a level which we have attained every year since 1997. Moreover, we have accomplished or surpassed all the 18 pledged service standards.

For domestic customers, we worked closely with the Government on the Electricity Charge Subsidy Scheme, which has been successfully implemented since 1 September 2008.

Other service enhancements introduced in 2008, such as the expanded Customer Call Centre, Power Quality Centre and the "Enterprise Advisor" service, have all been well-received. This year, our Customer Information System, the backbone of our customer services, will be migrating to a new platform. With this new infrastructure in place, quicker and more comprehensive data retrieval will become available, paving the way for enhanced and more personalised customer service.

Catering to the needs of our various customers is also a key focus this year. To help local ethnic minorities understand more about our services, we will produce selected service literature in Indonesian, Filipino and Urdu.

Responding to the business sector's growing concern for energy efficiency to reduce operating costs, we will install by phases up to 20,000 "smart meters" for our commercial customers, allowing them to monitor their electricity consumption and identify energy-saving measures more easily and effectively.

We are honoured by the many recognition we receive for our customer service as well as other aspects of our operations. For four consecutive years, the Company has won the Customer Relationship Excellence (CRE) Awards. In 2008, we brought home five CRE Awards under the individual category in recognition of our frontline staff's outstanding performance. This year, the Company has won the "Public Service of the Year" award under the corporate category and five CRE awards under the individual category in recognition of our excellent customer service. The number of written commendations also reached a record high of more than 1,440, reflecting good customer satisfaction.

Despite the uncertain economic environment worldwide, HK Electric will continue serving Hong Kong and our customers the way we have always been – consistent, committed, and with a caring spirit.

A handwritten signature in black ink, which appears to be "Tso Kai-sum". The signature is written in a cursive, fluid style.

**Tso Kai-sum**  
Managing Director

from the Managing Director

## 董事總經理前言



age



### 親愛的客戶：

二零零九年，港燈與政府簽訂的管制計劃協議正式生效，標誌著公司踏入一個新的年代。然而，我們對香港社會及客戶依然堅守一貫的使命和承諾，繼續致力提供世界級的可靠電力服務，亦會秉持我們的待客之道，處處以客為先，配合客戶的需要提供貼心的服務。

回顧去年的表現，我很高興港燈的供電可靠度繼續取得99.999%以上的成績，是自一九九七年以來一直維持的紀錄。此外，我們亦全部達成或超越所有十八項服務承諾。

對住宅客戶而言，我們與政府緊密合作，在二零零八年九月一日開始，成功推行電費補貼計劃。

去年推出的各項改善或新服務，如擴建客戶熱線中心、增建電能質量中心的設施，以及「商企一站通」等均深受客戶歡迎。今年，我們將「客戶資訊系統」提升，以便我們能更快捷及全面地檢索客戶的資料，提供更優質及個人化的服務。

回應不同客戶的需要亦是今年的工作重點。為協助本地少數族裔了解並善用公司的服務，我們會將部份客戶服務的刊物以印尼語、菲律賓語及烏都語印製。

回應商業客戶對提升能源效益和降低營運成本的關注，我們將分階段為商業客戶安裝共兩萬個「智能電表」，以便他們更容易及有效地監察用電情況，從而制訂節約能源的措施。

年內，我們在客戶服務及其他營運範疇均獲得嘉許，成績令人鼓舞。公司已連續四年在亞太顧客服務協會主辦的「亞太傑出顧客關係服務獎」選舉中取得殊榮。二零零八年，公司在個人組別取得五個獎項，表揚前線員工的出色客戶服務。今年，我們贏得公司組別的「最佳公共服務」獎項及個人組別的五個獎項，肯定了我們在卓越客戶服務方面的努力。客戶的書面讚揚數字亦創下1,440多封的新高，反映客戶非常滿意我們的服務。

儘管面對全球經濟不景，港燈將繼續貫徹使命、堅守承諾，以關愛為重的待客之道，竭誠為香港和我們的客戶服務。



董事總經理  
曹榮森

# Customer Services Policy

## 客戶服務政策

HK Electric is committed to excellent customer services.

We aim to exceed customers' expectations and achieve total customer satisfaction by continually improving our services.

To accomplish this, we will strive to be customer-focused, service-oriented and caring in the way we serve our customers.

港燈承諾提供優質的客戶服務。

我們以超越客戶的期望為目標，並會不斷改善我們的服務，務求令到客戶全面滿意。

為此，我們致力本着以客為本、服務為先及關愛為重的原則服務客戶。

In addition, we will:

此外，我們會：



**Serve** our customers with sincerity, courtesy and integrity

**以** 真摯、有禮及耐心的態度為客戶服務



**Earn** the trust of our customers by being professional and reliable

**誠** 實可靠，以專業服務贏取客戶的信任



**Respond** promptly to customers' requests

**待** 客為先，迅速回應客戶的要求



**Value** and respect customers' views and suggestions

**客** 戶的意見及建議，定必重視

Customer-  
Focused  
以客為本

Service-  
Oriented  
服務為先

Caring  
關愛為重



### Improve

services in our continuous pursuit of excellence

**服** 務不斷求卓越



**Care** for the community and provide customised services

**務** 求為客戶增添關愛，提供適切的服務



### Establish

and deliver service pledges

**為** 客戶訂立及履行服務承諾



### Satisfy

customers' needs and align our business processes with best practices

**先** 了解客戶的需要，並參照市場最佳的運作模式，完善業務流程

# Our Pledges to Excel

## Services Provided

## Service Standards in 2009

## Actual Results in 2008

### Electricity Supply

Reliability Rating of Electricity Supply

Better than 99.998%

**Better than 99.999%**

Average Notification Period before Planned Suspension of Electricity

7 days in advance

**13.43 days in advance**

Average Time for Supply Restoration after Interruption of Supply

Within 2 hours

**1 hour 34 minutes**

Site Investigation for Power Quality Enquiries

Within 3 working days

**Achieved**

### Connection Of Supply

Connection of Supply \*

- Not Requiring Installation Inspection
- After Satisfactory Installation Inspection

Within the next working day

**Achieved**

Within the same day

**Achieved**

Installation Inspection Appointment\*

- Provide Appointment for Installation Inspection
- Appointment Punctuality (within a 1.5-hour time band)

Within 2 working days

**Achieved**

Better than 98%

**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

**2.0 minutes**

Average Waiting Time for Telephone Enquiry Services by Customer Services Representatives

Less than 9 seconds

**8.0 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 Customers Emergency Services Centre

Less than 9 seconds

**8.0 seconds**

Average Arrival Time at Scene in Urban Areas in Response to Emergency Calls

Less than 28 minutes

**21 minutes**

\* Revised Service Standards in 2009

## 再上一層樓

服務種類	2009年優質服務標準	2008年成績
<b>電力供應</b>		
電力供應可靠程度	超過 99.998%	超過 <b>99.999%</b>
預先通知暫停供電平均通知時間	7天前	<b>13.43</b> 天前
電力中斷後平均恢復電力時間	兩小時內	<b>1小時 34</b> 分鐘
電能質量查詢的現場調查	3 個工作天內	達到標準
<b>電力接駁</b>		
接駁電力*		
- 毋須裝置檢查	下一個工作天內	達到標準
- 檢查裝置滿意後	即日內	達到標準
預約裝置檢查*		
- 提供預約裝置檢查	兩個工作天內	達到標準
- 按預約時間準時到達 (在 1.5 小時時段內)	超過 98%	達到標準
清繳逾期電費後重新接駁電力	收到繳費後當日	達到標準
<b>電力賬戶及電表</b>		
因應客戶要求終止電力賬戶	兩個工作天內	達到標準
客戶辦妥所有授權手續及取消賬戶後，以支票退回按金	5 個工作天內	達到標準
申請提供特別讀表服務	下一個工作天內	達到標準
收到審核中心確認後，處理有關電費優惠計劃的申請	兩個工作天內	達到標準
電表測試	標準實驗室的計量準確程度獲「香港實驗所認可計劃」認可，追溯至國際標準	達到標準
<b>客戶查詢</b>		
客戶中心櫃位服務平均等候時間	少於 3.5 分鐘	<b>2.0</b> 分鐘
由客戶服務代表接聽電話查詢平均等候時間	少於 9 秒	<b>8.0</b> 秒
回覆有關賬戶的書面查詢	接獲查詢後 7 個工作天內	達到標準
耗電量查詢的現場調查	3 個工作天內	達到標準
<b>緊急召援</b>		
致電客戶緊急服務中心平均等候時間	少於 9 秒	<b>8.0</b> 秒
回應市區內緊急召援之平均到達現場時間	少於 28 分鐘	<b>21</b> 分鐘

\* 二零零九年修訂服務標準

# New Initiatives at Your Service

## 織出新天地

### New Customer Information System

A new Customer Information System (HECIS) is being put in place this year to enhance our customer service on various fronts, including billing, finance and metering operations. HECIS is dynamic, paving the way for more efficient and personalised services.

### Carbon Calculator

To provide our customers with more information about protecting the environment, we have introduced a Carbon Calculator on our corporate website for calculating the carbon footprint. Simply click into the "Tariff Table" under the "Domestic Services" or the "Commercial & Industrial Services" section to find the Calculator, and fill in the units of your electricity consumption over the past 12 months for the total annual carbon dioxide emission.

### 新客戶資訊系統

新客戶資訊系統將在今年分階段投入服務，全面提升不同服務範疇包括賬單、財務、抄表等。新系統將有助我們為客戶提供更具有效率和個人化的服務。

### 碳排放計算機

港燈致力為客戶提供更多環保資訊，於公司網站內新設碳排放計算機，客戶只要登入網站上「住宅客戶服務」或「工商業客戶服務」內的「供電價目表」便可找到碳排放計算機，輸入過去十二個月的總用電度數，即可計算出二氧化碳的排放量。

### More Payment Channels

In addition to 7-Eleven and OK convenience stores, our customers can now pay for their electricity bills in cash, up to \$5,000 per bill, at VanGO convenience stores operating round the clock throughout Hong Kong.

### 更多繳費渠道

除 7-Eleven 及 OK 便利店外，港燈客戶現可於任何時間，在全港 VanGO 便利店以現金繳付電費，每次繳費上限為港幣五千元。



## Customer Communication in Minority Languages

To allow local ethnic minorities to better understand our various services, we will produce some of the customer service pamphlets and leaflets in minority languages including Indonesian, Filipino and Urdu. These publications cover topics such as the efficient use of electricity, electricity account transfer and termination procedures, etc.

### 以少數族裔語印製服務單張

為方便本地少數族裔人士更了解我們的服務，我們會將部份客戶服務的單張和小冊子以印尼語、菲律賓語及烏都語印製，介紹如何處理賬戶轉名、終止賬戶，以及有效率用電的資訊等服務。

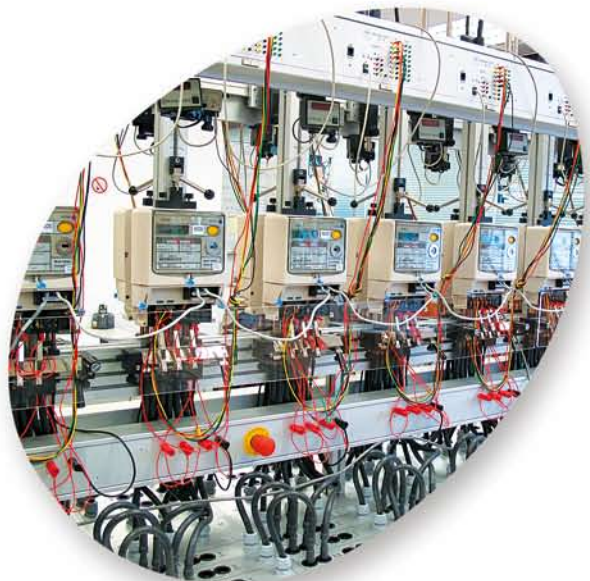


## Smart Meters for Commercial Customers

With growing concern and a greater call for environmental protection and energy efficiency, HK Electric will put more "smart meters" in service for our commercial customers starting this year. "Smart meters" will provide our Maximum Demand customers with their daily electricity demand and consumption patterns, over a period up to 60 days. Based on these load profiles, customers can improve the load factor of their installations by re-arranging their business operations to optimise the use of electricity during the peak demand period. The consumption data is also helpful when customers carry out energy audits and when they wish to establish or evaluate different energy saving measures conveniently and efficiently.

### 為商業客戶安裝「智能電表」

隨著市民大眾對環保及能源效益日漸關注，港燈在今年內將為商業客戶安裝更多「智能電表」。「智能電表」能為最高負荷客戶提供過去最多六十日的每日用電情況，方便客戶重整業務的用電模式，改善電力裝置的負荷因素。這些數據亦有助客戶進行能源審核，方便快捷地檢視節約能源措施的成效。



# Accolades and Awards

您的讚賞 我的鼓勵



## Customer Service

2008 marked the fourth consecutive year the Company took part and won in the Customer Relationship Excellence (CRE) awards organised by the Asia Pacific Customer Service Consortium. Last year, five awards were presented to our customer service staff in recognition of their outstanding performance. This year, we participated in both the corporate and individual categories and were presented with the "Public Service of the Year" award under the corporate category and five awards under the individual category, including Customer Services Team Leader of the Year (Contact Centre) and Customer Services Professional of the Year (Contact Centre), in recognition of our efforts in providing excellent customer service.

### 客戶服務

二零零八年，我們已經是連續第四年參加由亞太顧客服務協會主辦的「亞太傑出顧客關係服務獎」選舉，並贏得獎項。去年，五位客戶服務部的同事分別獲獎，表揚他們在顧客服務的傑出表現。今年，我們亦分別贏得公司組別的「最佳公共服務」殊榮及五個個人組別的獎項，包括傑出顧客服務組長（客戶熱線中心）及傑出顧客服務專業人員（客戶熱線中心），肯定了我們的卓越服務。

## Environmental Performance

Our commitment to green efforts continues to win us recognition, among the honours include:

- Environmental Performance Award of the 2008 Hong Kong Award for Industries
- 2008 Hang Seng Pearl River Delta Environmental Awards, and
- Hong Kong Enterprise Environmental Achievement Award 2008.

Our Head Office at Kennedy Road also receives the Class of Excellence for good indoor air quality under the 2008 Hong Kong Awards for Environmental Excellence.

### 環保表現

港燈對環保的承擔繼續為公司贏取殊榮，其中包括：

- 香港工商業獎 2008 的環保成就獎
- 2008 恒生珠三角環保大獎及
- 香港企業環保成就獎 2008

港燈位於堅尼地道的總辦事處亦在香港環保卓越計劃 2008 中，獲環保署頒發卓越級清新室內空氣標誌。



## Quality Management

Following our adoption of the ISO 9001 quality management system, we have attained nine ISO certifications covering our major activities and operations. Most of the certificates have been upgraded to ISO9001:2008 to adopt the latest version of the standards.

## Occupational Health & Safety

Our emphasis on health and safety training has been well paid off as we took home a number of top industrial awards in 2008, including the Gold Award in The HK Federation of Insurers Award for Excellence in Occupational Safety & Health (OSH), the Silver Award in the OSH Annual Report Award and the Bronze Award in the Safety Enhancement Programme Award.

## 品質管理

我們明白品質管理是提供良好客戶服務的關鍵因素，因此港燈採用 ISO9001 品質管理系統，並成功取得九項 ISO9001 品質檢定認可證書，涵蓋我們主要的營運範圍。大部份認證均已提升至 ISO9001:2008 的最新規格。

## 職業健康及安全

我們對安全培訓的重視繼續取得良好成果，在香港職業安全健康大獎暨頒獎典禮 2008 中分別獲頒香港保險業聯會職安健大獎金獎、職安健年報大獎銀獎以及安全改善項目大獎銅獎。

## Community Awards

For the 6<sup>th</sup> consecutive year, HK Electric was awarded the Caring Company Logo for our caring spirit and culture. Our corporate website was also presented a gold award by Internet Professional Association under the Web Care Award Scheme 2008.

The Company and our staff have also been keen supporters of the Community Chest of Hong Kong in raising funds for charity. In 2008, we received three awards from the Community Chest for our contribution to its annual "Walk for Millions" campaign. A gold award was also received for our support of the Community Chest's Corporate and Employee Contribution Programme, while the philanthropy of HK Electric staff made us the 8<sup>th</sup> Top Fund-raiser in the Employee Contribution Programme in 2007-2008.

We also sponsored and made donations to more than 80 community, environmental and professional projects in 2008.

On the education front, the Company's Smart Power Campaign, a yearly programme to promote energy conservation and the smart use of electricity, won a Silver Award at the 8<sup>th</sup> China Golden Awards for Excellence in Public Relations in 2008.

## 社區服務獎項

港燈已連續第六年獲頒發「商界展關懷」標誌，表揚我們落實企業公民責任及為持份者延續關懷。港燈網站亦獲互聯網專業協會頒發 2008「無障礙優異網站」金獎，表揚網站設計方便視障及聽障人士。

公司及僱員亦一直支持香港公益金籌募善款。二零零八年，我們獲公益金頒發三個獎項，表揚公司對「公益金百萬行」的支持。此外亦獲公益金頒發「商業及僱員募捐計劃」金獎，並成為「僱員募捐計劃」十大籌款機構的第八名。

此外，我們亦在年內贊助或捐助予八十多個社區組織、環保機構及專業團體。

在教育推廣方面，港燈每年一度旨在鼓勵年青人節約用電的智「惜」用電計劃，於去年「第八屆中國最佳公共關係案例大賽」中，奪得社區關係類別的銀獎。

# Smarter Life at Home

## 編織寫意空間

### You and i-Connection

Our internet application service enables the public to access our services any time, anywhere. Customers can use electronic forms to apply for electricity supply, account transfer and termination, etc.

**SMS billing** service allows you to receive billing information on your mobile phone. Simply register your mobile phone number with our Account-On-Line service to receive monthly billing information via SMS. You may also opt for other billing formats such as e-mail and/or electronic fax.

You can access your account information such as account balance and monthly bills quickly and conveniently with our **Account-On-Line** service. You can also obtain your electricity consumption records for the past 24 months any time with our round-the-clock **Account-By-Phone** Service or by calling our Customer Services Representatives during office hours.

### Smart and Safe Use of Electricity

A visit to the “**Electricity@Home**” section on our website will treat you to a virtual home energy survey which helps estimate the monthly and annual power consumption of various home



### 網上聯繫

我們提供網上服務，您只需輕按滑鼠，即可隨時隨地使用我們的服務，包括遞交電子表格、辦理供電申請、賬戶轉名和終止賬戶等，讓手續更方便快捷。

我們提供**短訊賬單服務**，您只需於「網上通」服務登記您的手提電話號碼，即可透過手機短訊收取每月電費單。您亦可選擇其他方法，例如以電子郵件及/或傳真方式收取電費單。

您只需在我們的網頁上登記，即可使用「**網上通**」服務，方便快捷地查閱賬戶資料，包括賬戶結餘及每月賬單。您亦可隨時透過24小時的「**客戶通**」，或於辦公時間內致電我們的客戶服務代表，索取過去24個月的用電紀錄。

### 有效率和安全用電

您可以透過我們網站的「**家居用電錦囊**」進行模擬用電測量，估計各種電器每月及每年的耗電量。此外，「**家居用電錦囊**」亦提供多種有關能源效益和安全用電的資料，以及家居電器購買指南等。

electrical appliances. Also available is useful information about energy efficiency, as well as safety tips and a guide to purchasing electrical appliances.

Our engineers regularly conduct seminars and talks for community groups and housing estates, promoting safe and efficient use of electricity.

### Adding Flavours to Enrich Lifestyle

HK Electric not only powers your daily life but also add flavours to make it more colourful. Our **Home Management Centre** (HMC) offers a range of interesting and useful courses including electric cooking and home decoration, health and beauty, parents-and-children workshops and entertainment.

HMC's new practice classroom provides a modern, spacious and well-equipped venue for cookery lovers to learn hands-on their favourite recipes. Over 30 corporate classes were also organised in 2008 for companies to learn cooking in a fun and relaxed manner. Festive cooking workshops such as Moon Cakes Workshop for Mid-Autumn Festival and Cookies Workshop for Christmas were also hosted.

We are dedicated to promoting the benefits of electric cooking. In addition to displaying the latest models of induction cookers at our display centre in North Point, we also organise electric cooking demonstrations at department stores, retail outlets and shopping malls, as well as regular roadshows at housing estates to introduce how electrical cooking appliances can deliver safe, cleaner and more environmentally-friendly cooking environment at home.

To demonstrate the unique style and benefits of electric living, two residential projects on Hong Kong Island, namely J Residence in Wanchai and SOHO 38 at Mid-levels, were completed in 2008 with "Fully Electric Homes", which proved to be highly popular due to their green and health benefits.

中心新設的實習烹飪教室為喜愛入廚的人士提供一個寬敞及配備先進電能煮食爐具的場地，學習親手製作喜愛的佳餚。二零零八年，我們為企業舉辦了三十多個培訓課程，在充滿趣味和輕鬆的氣氛下學習烹飪。中心亦在中秋及聖誕等節日舉辦製作月餅及聖誕曲奇等工作坊，為節日增添色彩。

我們亦致力向客戶推廣電能煮食的好處，除在港燈的家庭電器陳列室展示新款的電磁爐具外，亦在百貨公司、電器零售店及商場舉辦電能煮食爐具示範，並定期在屋苑進行推廣活動，讓客戶親身體驗電能爐具在烹煮、環保、安全及提升煮食環境方面的好處。

為展現電能生活的獨特品味和好處，我們去年為灣仔的嘉薈軒和半山的 SOHO 38 設「全電家居」，其環保又健康的優點深受買家歡迎。

我們的工程師定期為屋苑居民及團體舉辦研討會及講座，向公眾推廣安全及有效用電的方法。

### 為生活添姿采

港燈不單在日常生活上為您提供穩定可靠的電力，我們轄下的港燈家政中心提供各種富趣味性又實用的課程，為客戶的生活增添姿采。課程內容包括電能煮食、美化家居、健康及美容、親子工作坊及娛樂消閑等。



# Partnering for Business Success

## 業務夥伴結同行

### Professional and One-stop Services

The “**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, all under one roof.

We also provide **free energy audit service** for commercial and industrial customers to help them improve energy efficiency. Interested customers may refer to the Energy Audit Service Leaflet and Energy Audit Application Form on our website.

Our **customer care managers** make regular “ambassador visits” to our corporate customers, while our **customer liaison officers** make courtesy visits to brief customers about trenching work and answer related enquiries.

### Managing Electricity Usage

The “**Electricity@Office**” feature on our website allows customers to conduct virtual energy surveys for their offices. It also offers information for businesses on energy conservation, power quality and tariffs.

Customers with more than five accounts registered under the same account name can choose to receive a consolidated monthly bill statement by registering with our “**group bill**” service.

### Technical and Power Quality Advice

To help customers better understand power quality issues and how to safeguard mission-critical power supply, we organise regular seminars and visits to our **Power Quality Centre** in North Point.

Electrical and mechanical designers, contractors and registered electrical workers are welcome to subscribe to “**e-REW Express**” on our website for technical news and updates on our electricity supply and services.

### 專業一站式服務

設於北角客戶中心的「**商企一站通**」，為商業客戶及其電力承辦商提供貼身及一站式的電力諮詢服務，服務範圍涵蓋申請電力、增加電力負荷、能源效益、電力安全、電能質量及賬戶事宜。

我們亦為工商業客戶提供**免費能源審核服務**，檢視營運範圍內可節省能源或提高能源效益的項目。詳情可瀏覽本公司網頁上有關能源審核服務的小冊子及申請表格。

我們的**客戶經理**定期拜訪企業客戶，就技術及賬戶事宜提供一站式的服務。而**客戶聯絡主任**會就壕坑工程探訪商戶、樓宇管理人員及學校等，解釋掘路工程的詳情和解答有關查詢。

### 妥善管理用電量

客戶可以透過我們網站的「**辦公室用電錦囊**」為辦公室進行模擬用電測量，估計每月及每年的耗電量，從而選購能源效益更高的設備。網頁還提供有關能源效益、電能質量及收費的資料。

客戶若擁有五個或以上賬戶且以同一客戶名稱註冊，可申請**綜合賬單服務**，按月收取綜合月結單，令處理賬單更添方便。

### 技術及電能質量建議

為了讓客戶了解電能質量及如何保障重要設施的電力供應，我們定期舉辦研討會並安排客戶參觀**電能質量中心**。中心配備了電壓驟降產生器及各種模擬裝置，以展示電能質量對敏感裝置的影響，同時介紹不同設備的保護措施。中心更添置了先進的展示裝置，讓訪客進一步了解我們如何監察和保持電能質量。

我們歡迎機電設計師、承辦商及註冊電業工程人員訂閱我們在網上的「**e-電工快訊**」。該電子刊物提供客戶裝置與港燈供電設備的最新界面設計、驗線及電表安裝、電能質量、能源效益、電力安全，以及其他有關電力供應及服務等資訊。

為配合政府推行新電纜顏色代碼、二零零九年版電力（線路）規例工作守則，以及我們為高負荷客戶引入22千伏電壓等，我們將於二零零九年七月出版新的《**接駁電力供應指南**》。

### 連接可再生能源至港燈電網

為鼓勵使用可再生能源，我們已訂立統一標準，方便客戶將其可再生能源供電系統接駁至港燈電網。

To cope with the mandatory implementation of new cable colour code, the publishing of Code of Practice for the Electricity (Wiring) Regulations 2009 Edition and introduction of 22kV supply voltage for our high voltage supply customers, the fifth edition of **Guide to Connection of Supply** will be published in July 2009.

### Connecting Renewable Energy Power System to Grid

To encourage and support the use of renewable energy, we have introduced a standardised arrangement to help customers connect their renewable energy power systems to our electricity grid.

### Electric Cooking for Business Success

Our **Electric Commercial Kitchen Centre** demonstrates how electric cooking equipment help restaurant operators reduce emission and noise levels, achieve better energy efficiency and improve working environment and productivity.

We also organise **trade seminars** and take part in major **exhibitions** to showcase the latest technologies in electric commercial cooking. HK Electric also provides an all-round **consultancy service** to those who wish to switch to electric cooking.



### 推廣商用電能煮食

電能煮食的好處已廣泛被本港餐飲業界所接受。公司位於北角的**商用電廚具中心**展出多款專業電能煮食設備，讓食肆、酒店等人士親身體驗環保煮食高能源效益、無廢氣、極少廢熱及低噪音等好處。

除定期安排業界人士參觀中心之外，我們亦舉辦**研討會**，並參加主要的**展覽會**，例如香港每兩年一度舉行的「亞洲國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會」(HOFEX)，向業界展示最新的商用電能煮食技術。作為設備供

應商和使用者之間的橋樑，港燈為有興趣轉用電能煮食的商戶提供**全面的諮詢服務**，服務範圍由建議選用合適設備，以至處理電力供應及因應客戶要求進行改裝等，一應俱全。

# Caring for the Needy

## 織造關懷網

### Concessionary Tariffs

We offer concessionary tariff schemes for the elderly, disabled, single-parent families and the unemployed. Under these schemes, customers enjoy a 60% discount for the first 200 units of electricity consumed every month, with the deposit and minimum charge waived.

### SMS and Express Services

The hearing-impaired can make enquiries and send service requests via SMS to our SMS Enquiry Service hotline. An express counter is also designated at our Customer Centre to serve senior citizens and people with disabilities. The counter features a teleloop system for those with impaired hearing.

### Printed Materials Accessible to All

As a special service to the elderly and the visually impaired, we provide large-font electricity bills on paper twice the size of the standard version for easier reading. We also offer a large-font version of our booklet on safe and efficient use of electricity, plus Braille bills and brochures in English, Cantonese, Mandarin and Putonghua.

### Text-based Homepage and Audio Guide

Our corporate website can be viewed in mono-mode and text-based versions for the benefit of visually impaired customers. Also, an audio guide on compact disc or cassette tape, jointly developed with the Hong Kong Society for the Blind, details our services and other useful topics, such as ways to handle supply



### 電費優惠

我們為有需要的客戶 — 長者、殘疾人士、單親家庭及失業人士提供電費優惠計劃，讓他們享有每月首 200 度用電量的四折優惠，並可豁免電費按金和最低收費。

### 短訊查詢及特快服務

聽覺有障礙的人士可發送短訊至服務熱線查詢或要求使用服務。我們在客戶中心亦設有特快櫃位，專為長者及殘疾人士服務。櫃位裝設有電感圈系統，方便聽覺有障礙的客戶。

### 印刷品方便閱讀

為顧及長者和視力較弱人士的需要，我們提供「加大字體」電費單及「加大字體」的用電小冊子，介紹如何安全及有效率地用電。電費單及小冊子以較大的紙張配合大字體印製，方便閱讀。我們亦以點字印製成四種不同語言/方言的電費單及小冊子，包括英文、粵語、國語及普通話。

### 純文字網頁及話音服務介紹

港燈網頁設有單色和純文字版本，方便視障人士瀏覽。此外，我們與香港盲人輔導會合作製作港燈「客戶服務指南」話音光碟及錄音帶，詳盡介紹我們的服務及其他有用貼士，例如處理供電中斷的方法、以及在家中安全及有效率用電的指引等。

interruptions and guidelines on the safe and efficient use of electricity at home.

### Serving Customers with Special Needs

Customers who depend on life-supporting equipment can register with us so that our staff can handle their supply accordingly. We will notify these customers in advance before carrying out any planned supply interruption.

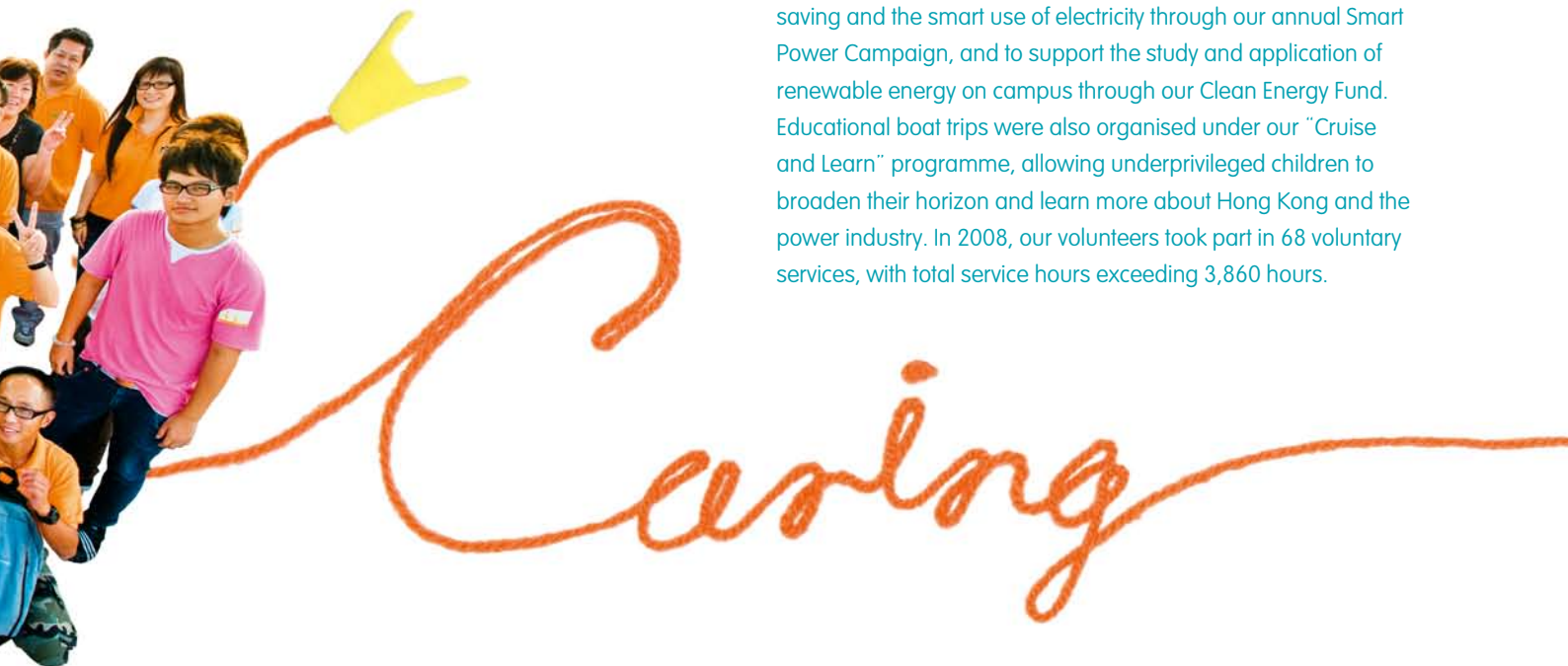
### Caring for the Community

We continue supporting the Community Chest of Hong Kong in partnership with our customers, who simply need to authorise us to round up their monthly electricity bills to the nearest \$1, \$5 or \$10, with the surplus donated to the Community Chest.

Last year, HK Electric colleagues donated more than HK\$830,000 to the Red Cross emergency relief for Sichuan earthquake victims. The Company has matched the sum, bringing the amount to more than HK\$1,670,000. All donations will be used for rebuilding houses, township clinics and schools for victims of Sichuan earthquake.

Our volunteers continue to care for the community through active involvement in green activities, elderly and community services, including the monthly electrical inspection service for elders living alone, and the "CAREnival for the Elderly" organised in 2008-2009 to help senior citizens understand more about the Government's electricity subsidy scheme, while extending our care through fun and games.

We continue to educate the younger generation on energy saving and the smart use of electricity through our annual Smart Power Campaign, and to support the study and application of renewable energy on campus through our Clean Energy Fund. Educational boat trips were also organised under our "Cruise and Learn" programme, allowing underprivileged children to broaden their horizon and learn more about Hong Kong and the power industry. In 2008, our volunteers took part in 68 voluntary services, with total service hours exceeding 3,860 hours.



#### 照顧有特殊需要客戶

需要依靠儀器維持生命的客戶，可向我們登記資料，以便港燈員工在處理其電力供應時加倍小心。若要暫停供電，我們會先知會有關客戶。

#### 關懷社群

我們繼續與客戶一起支持公益金，客戶只需授權港燈將每月的電費折合至最接近的1元、5元或10元，餘數將捐助公益金。

去年，港燈員工共籌得超過港幣八十三萬元的善款，協助四川大地震的災民。公司更以一比一的方式將籌款總數增加至一百六十七萬元。所有善款已轉送到紅十字會作救災用途，用作協助重建民房、鄉鎮衛生院及學校等公共設施。

港燈義工隊亦繼續支持各類環保、關心長者及社區服務，包括每月為獨居長者進行家居電力檢查，以及在零八/零九年舉行「耆樂安居」嘉年華，向長者宣傳政府推行的電費補貼計劃，亦透過講座、遊戲和表演等活動關懷長者的需要。

我們繼續舉辦智「惜」用電計劃，教育年青人節約能源、醒目標用電；亦透過「港燈清新能源基金」，資助本地院校研究及應用可再生能源。我們亦舉辦「維港燈影海上學習之旅」，接待來自基層家庭的小朋友，令他們可以藉著活動擴闊眼界，進一步了解香港和電力行業。在二零零八年，港燈義工隊共參與六十八項義工服務，總服務時數超過三千八百六十六小時。

## Care to Communicate

### 用心聆聽

Your satisfaction is our top priority and we conduct periodic surveys to gauge our performance. We regularly meet with members of the **Customer Liaison Group** to hear their views and suggestions, which has proved to be a valuable forum for gathering ideas and comments for improvements. **Mystery Shopper** programmes and after-service surveys also help us evaluate our performance from our customers' perspective.

To keep our customers abreast of our latest developments, we have launched a new quarterly bulletin "**HK Electric On-line**" for distribution alongside electricity bills to all customers. The bulletin features company updates, our green initiatives and community work.

You are welcome to convey your opinions either through the **Customer Suggestion Forms** available at our Pay-in Centre in Central and Customer Centre in North Point, or via electronic forms on our website. We also encourage customers to tell us about exceptional staff performance by writing to us direct, or obtain an **Excellent Service Commendation Form** by calling our customer service hotline.



港燈致力為客戶提供稱心滿意的服務。為此，我們定期進行意見調查，不斷檢討我們的表現，務求為客戶提供更佳的服務。我們定期與**港燈客戶聯絡小組**的成員舉行會議，聽取他們對服務的意見。小組多年來貢獻良多，給予公司多項寶貴意見。此外，我們亦進行**神秘顧客計劃**及服務後的意見調查，從客戶的角度檢視我們的服務水平。

為加強我們與客戶的溝通，我們推出新的客戶通訊「**港燈在線**」，每季向所有客戶派發，介紹公司最新的消息、環保工作和社區服務等。

我們歡迎您透過**客戶意見表格**（可於中區繳費處或北角客戶中心索取）、網上意見調查表格或其他方式向我們表達意見，或對表現優秀的員工給予表揚。您亦可以致函我們或致電客戶服務熱線索取**表揚優異服務表格**。



create



# Payment Made Easier

## 多元渠道 繳費方便

We offer a wide variety of payment options for you to settle your electricity bills: 我們為您提供多種方便快捷的繳費方法，包括：



- Autopay via bank accounts
- Autopay via COMPASS VISA/DBS, BOC credit cards or American Express card
- PPS (Payment-by-Phone Service)
- ATM (Automatic Teller Machines)
- 透過銀行戶口安排自動轉賬
- 透過 COMPASS VISA/DBS · 中銀信用卡或美國運通卡安排自動轉賬
- 「繳費靈」
- 自動櫃員機
- Payment on Internet (PPS by Internet, JET Payment, HSBC's online@hsbc and Hang Seng e-Banking Services)
- 網上繳費 (「繳費靈」網上服務、 「繳費易」、滙豐「網上理財」服務及恒生 e-Banking 服務)



- At our Customer Centre and Central Pay-in Centre (we accept cash, cheque and American Express card)
- 客戶中心及中區繳費處 (可以現金、支票或美國運通卡繳付)
- At post offices
- At 7-Eleven, OK and VanGO convenience stores
- 郵政局
- 7-Eleven、OK 便利店及 VanGO 便利店
- By post (post a crossed cheque made payable to "The Hongkong Electric Co., Ltd." to G.P.O. Box 6600 Hong Kong together with the lower portion of the bill)
- 郵寄支票 (以劃線支票連同電費單下半部分郵寄香港郵政總局郵箱 6600 號，抬頭請寫「香港電燈有限公司」)

Details of the above payment services and autopay application forms are available on our website, or by calling our Customer Services Representatives.

您可登入港燈網站瀏覽上述服務詳情及下載自動轉賬服務表格，亦歡迎致電我們的客戶服務代表查詢。

# Always at Your Fingertips

## 服務貼心

### Customer Centre

9/F Electric Centre, 28 City Garden Road, North Point, Hong Kong

- 2887 3411** Mondays to Sundays  
9 am – 6 pm  
(Except public holidays & festivals which fall on Sundays)
- 6681 3411** SMS Enquiry Service
- 2510 7667** Fax
- 2887 3466** Account-by-Phone Service (APS)  
(24-hour Automated Telephone Service)

Our Customer Centre offers a broad range of services related to customer electricity accounts, such as application for supply, account transfer, deposit, meter reading and final accounts.

### Installation Inspection, Meter Installation and Technical Enquiries

- 2887 3455** Mondays to Saturdays  
9 am – 6 pm (Except public holidays)
- 2510 7721** Fax
- 2887 3838** Electricity-by-Phone Service (EPS)  
(24-hour Automated Telephone Service)

You can make appointments for installation inspection, meter installation and supply connection within two working days in 1.5-hour time bands via the above channels or by visiting the HK Electric website at [www.heh.com](http://www.heh.com).

You may request for fax or SMS notification after confirmation of the inspection appointment time band. You can also opt for SMS e-alert notification of inspection results and confirmation of their electricity supply connection.

### Customer Emergency Services Centre

- 2555 4999** Chinese (24-hour)
- 2555 4000** English (24-hour)
- 2555 6637** Fax (24-hour)

### Customer Liaison Officers (Trenching Works)

- 2814 3443** 24-hour

### Contact Us

- Postal Address** G.P.O. Box 915, Hong Kong
- E-mail Address** [mail@hec.com.hk](mailto:mail@hec.com.hk)
- Website** [www.heh.com](http://www.heh.com)



### 客戶中心

香港北角城市花園道 28 號電燈中心 9 字樓

- 2887 3411** 星期一至星期日上午 9 時至下午 6 時  
(公眾假期及節日之星期日除外)
- 6681 3411** 短訊查詢服務
- 2510 7667** 傳真
- 2887 3466** 「客戶通」(24 小時自動系統電話服務)

客戶中心提供全面的電力賬戶服務，例如申請供電、賬戶轉名、繳交按金、安排抄讀電表及終止賬戶。

### 裝置驗線、安裝電表及技術諮詢

- 2887 3455** 星期一至星期六  
上午 9 時至下午 6 時 (公眾假期除外)
- 2510 7721** 傳真
- 2887 3838** 「易駁通」(24 小時自動系統電話服務)

您可以透過以上途徑或使用港燈網頁 [www.heh.com](http://www.heh.com) 安排預約，在兩個工作天內的 1.5 小時時段內進行裝置驗線、安裝電表及電力接駁。

確認預約驗線時段後，您可要求收取傳真或短訊提示備忘，亦可要求透過手機短訊提示，收取驗線結果及接駁電力的確認。

### 緊急服務

- 2555 4999** 中文 (24 小時)
- 2555 4000** 英文 (24 小時)
- 2555 6637** 傳真 (24 小時)

### 客戶聯絡主任 (壕坑工程)

- 2814 3443** 24 小時

### 聯絡我們

- 郵寄地址** 香港郵政總局郵箱 915 號
- 電郵地址** [mail@hec.com.hk](mailto:mail@hec.com.hk)
- 網址** [www.heh.com](http://www.heh.com)

