

CHAPTER 2

HOW TO APPLY FOR

ELECTRICITY

CHAPTER 2

HOW TO APPLY FOR ELECTRICITY

2.1 Electricity Supplied by HEC

We supply electricity to Hong Kong Island and Lamma Island.

The electricity supplied is usually at a voltage of 220V (single phase 2 wire) or 380V (3 phase 4 wire) and at a frequency of 50 Hz.

For larger customers, supplies at 11,000V (3 phase 3 wire) are available.

2.2 Application

1. Information about the procedures for Application for Supply can be obtained by calling our 24-hour Account-by-Phone Service (APS) at 2887 3466, or contacting our Customer Services Representatives at 2887 3411. Application procedures for general installation is shown in Drg. No. GCS/2/01.
2. Customers are advised to pay particular attention to clauses 2.4 and 2.5 for "Approved Loading" and "Registered Electrical Workers/Contractors" respectively.
3. Application Form For Supply/Transfer is obtainable by one of the following ways:-
 - a. Visiting our Customer Centre at 9/F., Electric Centre, 28 City Garden Road, North Point, Hong Kong (Near Fortress Hill MTR Station).
 - b. Visiting our Central Pay-in Centre at Shop C2 & C3, G/F, World Wide House, 19 Des Voeux Road Central, Hong Kong.
 - c. Calling our Customer Services Representatives at 2887 3411.
 - d. Downloading from our website www.heh.com.
 - e. Using our Account-by-Phone Service (APS) at 2887 3466 to get a fax copy.

Our Supply Rules give the commercial and technical terms and conditions upon which we supply electricity. Copies of our Supply Rules are obtainable by one of the above ways.

4. Free assistance on completing the application form is available
 - a. at Customer Centre
 - b. by calling our Customer Services Representatives at 2887 3411
5. The duly completed and signed Application Form For Supply/Transfer should be submitted as early as possible by one of the following ways:-
 - a. In person or by mail to our Customer Centre
 - b. By fax to 2510 7667
6. For certain accounts, we also accept phone application or application by electronic form available from our website www.heh.com for new supply and transfer of account.
7. The time required to process an application depends on its type of application. Normally, for supply which is available we need at least TWO working days to process a new application and ONE working day to process a transfer of an account. However, a longer time of notice is required for supply to a new building, construction site, squatter, and for supply of larger loading, say, 3-phase supply etc. (please refer to Chapter 3 for details).
8. If supply is not sufficient to meet the demand or where supply is not available, the Company will install extra equipment. The customer may be requested to pay a service charge.
9. If the supply equipment has to occupy Government Lands, Highways or private property, official consent/permits are required. This may cause a delay in supply provision which is quite beyond our control.
10. The customer will be given an Application No. for future correspondence. Please quote the Application No. for any future enquiries regarding the application.

2.3 Deposit

1. A deposit is required as security for future use of electricity.
2. 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.
3. An annual interest will be paid to customers for cash deposits at the same rate as HSBC's interest rate for savings accounts with an account balance of \$10,000 - \$149,999. Interest ceases to be payable upon termination or transfer of the account.

2.4 Approved Loading (Main Switch Rating)

1. In accordance with the Code of Practice for the Electricity (Wiring) Regulations code 18B, any person who wishes to have his electricity supply increased over and above the approved loading, or extended beyond the premises to which the supply is originally intended, should obtain prior approval from the electricity supplier concerned before any alteration or addition is carried out.
2. In accordance with the Code of Practice for the Electricity (Wiring) Regulations code 18A(c), in the case of an alteration or addition to an installation which is connected to rising mains, the owner of the installation should, before commencing any alteration or addition, obtain agreement from the owner of the rising mains by completing form "Confirmation of Agreement from Owner of Rising Mains for Connection of Electrical Installation with an Increased Current Demand" (C.I. 140) provided by Electricity Supplier if the new current demand of the installation after the alteration or the addition will exceed the existing approved loading before the alteration or addition is carried out on the installation.
3. For installations taking supply directly from HEC supply point, a standard enquiry and reply form (C.I. 141) shall be used for enquiry of approved loading of the installation.
4. Forms C.I. 140 and C.I. 141 are available from our 24-hour Electricity-by-Phone Service at 2887 3838, our website www.heh.com or our Customer Centre.

2.5 Registered Electrical Workers/Contractors (REW/REC)

1. Under the current legislation,
 - a. No person shall do personally or offer or undertake to do electrical work personally unless he/she is a registered electrical worker, who is entitled by his/her certificate to do the work.
 - b. No person shall do business as an electrical contractor or contract to carry out electrical work unless he/she is a registered electrical contractor.
 - c. A registered electrical contractor shall not employ a person other than an appropriate registered electrical worker to do electrical work except as provided in Section 32 of the Electricity Ordinance.

Failing any one of the above may subject to fine and imprisonment.

2. We do not have nominated registered electrical contractors/workers and the customer is advised that any registered electrical contractor/worker purporting to represent us does so without authority.

2.6 Electrical Installation Inspection (Not Applicable to Transfer of Account)

1. Under the Electricity Ordinance, the Company will, upon receipt of an application for electricity supply, carry out inspection to satisfy that the installation is safe before supply is connected.
2. The inspection is in accordance with the Electricity Ordinance and the technical requirements of HEC's Supply Rules.
3. The preferred inspection date should be at least ONE working day after the date of application.
4. To facilitate inspection, please present the following documents before or at the time of inspection:
 - a. The registered electrical workers of the appropriate grade should be present on site with a copy of duly completed Work Completion Certificate (WCC). No inspection will be conducted if a copy of WCC for the electrical work is not provided.

- b. For address (including commercial podium) which is difficult to identify on site, document for proof of occupancy, say, assignment, title deed or tenancy agreement, letter from solicitor, is required.
5. If the installation is found to be substantially incomplete or defective, a report will be issued to the customer/REC on site immediately after the inspection. A copy of report and a notification letter will be sent to the correspondence address TWO working days after every inspection. Further, the customer/REC can obtain a copy of report by using Electricity-by-Phone Service (EPS) at 2887 3838.
6. Upon receipt of the inspection report, the customer/REC should clear the departures and arrange a re-inspection date.
7. Electricity will not be connected until all outstanding departures are satisfactorily cleared.
8. If the installation is found connected prior to such inspection, it is liable to be disconnected immediately, and in such circumstance the customer will be liable to prosecution under the Electricity Ordinance and/or the Theft Ordinance.
9. All re-inspection fees will be summed up and debited against the customer's account upon completion of inspection and power on to the customer premises. Alternatively, REC may apply for payment of re-inspection fees on behalf of the customer by completing Form C.I. 142.

2.7 Installation of Meters

1. Where meter installation is necessary before connection of supply, meter will normally be installed immediately upon satisfactory inspection of the electrical installation.
2. Meters are normally installed during the hours 0830 - 1700.
3. If the customer is not at the premises when the meter is installed, we will leave a card informing that the meter has been installed and the electricity supply is ready for use. The customer has to switch 'ON' his/her main switch for power supply.

2.8 Procedures on Termination of Electricity Account and Refund of Deposit

1. Termination of Account :-

- a. In most of the cases, the registered customer may call 2887 3411 for processing or complete the electronic form on our website www.heh.com.
- b. The registered customer may also send a letter or an "Application for Termination of Electricity Account" form to Customer Centre by post or by fax to 2510 7667.
- c. Forms are available
 - at Customer Centre
 - at Central Pay-in Centre
 - by using our Account-by-Phone Service (APS) at 2887 3466 to get a fax copy
 - by downloading from our website www.heh.com
- d. An account will be automatically finalized on the effective transfer date of an application for transfer from a new customer.
- e. The registered customer is liable for all outstanding charges of an account as long as the account remains in his/her name.

2. Refund of Deposit :-

Deposit can be refunded after account termination. Please refer to our "Supply Rules" for details.

2.9 Prevention of Bribery

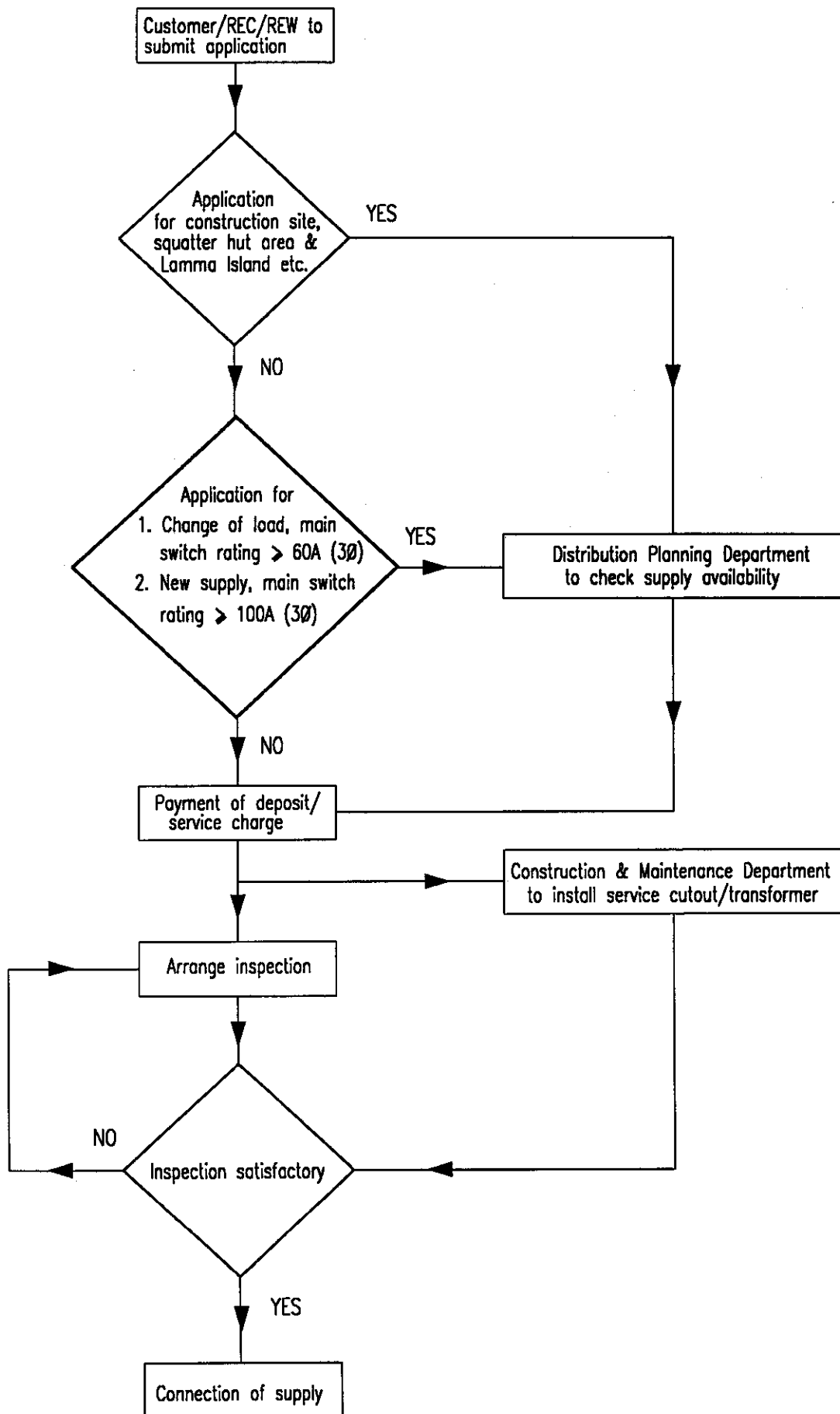
No payment of any kind for any service, including application forms, is required by the Company except against a bill issued by the Company. No employee of the Company may solicit or accept an advantage, which includes any gift, loan, fee, tip, reward or commission, for any reason connected with his/her official duties, and any person offering such an advantage to an employee of the Company is committing an offense under the Prevention of Bribery Ordinance.

2.10 Useful Addresses and Telephone Numbers

For application for supply; transfer of accounts & bill enquiries :	Customer Centre, 9/F, Electric Centre, 28 City Garden Road, North Point. (Near Fortress Hill MTR Station) Tel. No. 2887 3411 Facsimile No. 2510 7667
For installation inspection enquiries and technical advice:	Customer Installation Enquiry Counter, 9/F, Electric Centre, 28 City Garden Road, North Point. (Near Fortress Hill MTR Station) Tel. No. 2887 3455 Facsimile No. 2510 7721
For supply failure (24-hour service)	Tel. No. 2555 4999 (Chinese) 2555 4000 (English)
24-Hour Account-by-Phone Service	Tel. No. 2887 3466
24-Hour Electricity-by-Phone Service	Tel. No. 2887 3838
Website	www.heh.com
Postal address of HEC	G.P.O. Box 915, Hong Kong.

2.11 Schedule of Drawing - How To Apply For Electricity

<u>Drawing No.</u>	<u>Drawing Title</u>
GCS/2/01	Application Procedures for General Installation



Drg. No. GCS/2/01
APPLICATION PROCEDURES FOR GENERAL INSTALLATION