

To: 香港電燈有限公司  
The Hongkong Electric Co., Ltd.  
Customer Centre, 9/F., Electric Centre,  
28 City Garden Road, North Point, Hong Kong  
(near Fortress Hill MTR Station)  
Tel: 2887 3411  
Fax: 2510 7667  
Account-By-Phone Service: 2887 3466

致: 香港電燈有限公司  
The Hongkong Electric Co., Ltd.  
香港北角城市花園道 28 號  
電燈中心 9 樓客戶中心  
(近炮台山地鐵站)  
電話: 2887 3411  
圖文傳真: 2510 7667  
「客戶通」自動系統電話服務: 2887 3466

**APPLICATION FOR TERMINATION OF ELECTRICITY ACCOUNT**  
**終止電力賬戶申請表**

Please read the notes overleaf and complete all items in BLOCK LETTERS.  
請閱讀背頁的資料，所需的各項資料均須以正楷填寫。

Account No. 

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賬戶號碼

Deposit Receipt No. 

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按金收據編號

If the original deposit receipt was lost, please put a "✓" in the .  
如按金收據正本已遺失，請在  填上 "✓" 號。

Service Address: \_\_\_\_\_  
供電地址 \_\_\_\_\_

I / We being the REGISTERED CUSTOMER of the above account is now applying to finalize my / our account on (at least 2 working days later)

我/我們以上述賬戶註冊客戶身份現申請於以下日期結束我/我們的電力賬戶(最快兩個工作天後)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date 日/ Month 月/ Year 年

I / We understand that a letter will be sent to me / us after termination of the account, informing me / us to process deposit refund. (Please refer to back page for details)

我/我們明白當賬戶結束後，貴公司會書面通知我/我們安排辦理退還按金手續。(詳情請參閱背頁)

NAME OF REGISTERED CUSTOMER (In block letters) \_\_\_\_\_  
註冊客戶姓名(請用正楷)

B.R. No. \_\_\_\_\_ Contact Person 聯絡人: \_\_\_\_\_  
商業登記號碼 \_\_\_\_\_ Tel No. 電話號碼: \_\_\_\_\_  
Fax No. 圖文傳真號碼: \_\_\_\_\_

Correspondence Address: (Please complete in English to facilitate computer inputting)  
通訊地址: (為方便輸入電腦，請盡量用英文填寫)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Remarks: \_\_\_\_\_  
備註 \_\_\_\_\_

Date: \_\_\_\_\_  
日期 \_\_\_\_\_

\_\_\_\_\_  
REGISTERED CUSTOMER'S SIGNATURE / CHOP  
註冊客戶簽署 / 蓋章

For Office Use Only: Received By: \_\_\_\_\_  
由職員填寫: 收件人 \_\_\_\_\_

# TERMINATION OF ACCOUNT & DEPOSIT REFUND

## 終止賬戶及退還按金

### TERMINATION OF ACCOUNT

Two working days advance notice is required. If cut-off of the underground cable is required in order to remove the cutout box, about 4 weeks are required for the application of excavation permit.

In most of the cases, the registered customer can simply call 2887 3411 during office hours or apply via our Home Page on Internet (<http://www.heh.com/>) to terminate the account.

The registered customer may also submit a letter or an "Application for Termination of Electricity Account" form to our Customer Centre:

- 1) By fax at 2510 7667
- 2) By post
- 3) In person

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 in his name.

### DEPOSIT REFUND

Deposit can be refunded after account termination.

#### By Cheque

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.

#### In Cash

With the properly endorsed deposit receipt, cash can be arranged for a refundable amount of \$3,000 or below at our Customer Centre.

#### Direct Refund to Bank Account

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

If deposit receipt is lost, please notify us by calling 2887 3411 and other procedures will apply.

For registered customers not issued with a deposit receipt, simply call us at 2887 3411 to process the deposit refund.

### PERSONAL DATA (PRIVACY)

The provision of personal data is voluntary. Personal data collected will be used in matters relating to the operations of the Company or may be disclosed to third party organisations which assist in the Company's operation. Such data may also, unless the customer in writing requests otherwise, be used for the purpose of direct marketing by the Company 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 the data requested may mean that the Company is unable to supply the relevant services. A full copy of the Company's Statement of Customer Data Policy is available on request by calling 2887 3411 or by faxing to 2510 7667.

February 2006

### 終止賬戶

需要兩個工作天前通知本公司。如果地下電纜需要切除以便清除供電裝置，申請掘路許可証需時約四星期。

在一般情況下，註冊客戶可於辦公時間內致電 2887 3411 或透過本公司網頁(<http://www.heh.com/>)辦理取消賬戶手續。

註冊客戶亦可以書面通知或填妥「終止電力賬戶申請表」，然後透過以下途徑交回本公司客戶中心：

- 1) 傳真至 2510 7667
- 2) 郵遞
- 3) 親臨遞交

當新客戶辦妥賬戶轉名手續後，舊註冊賬戶亦會自動取消。註冊客戶需承擔所有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申請退回按金。

#### 支票形式

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。

#### 現金退還

如按金餘款在\$3,000 或以下及按金收據簽署與存底相符，該款項可於客戶中心以現金退還。

#### 直接存入銀行戶口

如按金餘款為\$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。

倘若按金收據已經遺失，請致電 2887 3411 辦理其他退還按金手續。

不獲發按金收據的註冊客戶，請致電 2887 3411 辦理退還按金手續。

### 個人資料(私隱)

客戶提供個人資料純屬自願性質。所收集的個人資料將會作本公司營運之用，該等資料亦可透露予第三者機構以幫助本公司運作。除非客戶以書面提出異議，否則該等資料亦可被本公司作直接促銷之用。要求查詢及改正個人資料，可郵寄城市花園道 28 號電燈中心 9 樓客戶資料保障主任收。如客戶不提供所需資料，本公司可能無法提供有關服務。有關本公司的客戶資料政策說明書，客戶可致電 2887 3411 或傳真至 2510 7667 索取。