

HK Electric deploying the best technology for customer services

This year, HK Electric has again been presented with the Customer Relationship Excellence Award in the category of "Best Use of Technology of the Year", recognising its efforts in using the best technology to enhance operational efficiency, improve effectiveness in resources management and to provide excellent customer services.

Service Excellence

Mr Francis Lee, Director & General Manager (Engineering) of HK Electric said, "It is our honour to receive the award and we are encouraged that our commitment to achieving world class supply reliability and service excellence, with the best use of technology, has earned recognition. With the strong foundation and solid experience we have built up over the years in serving our customers, we are confident that we can continue to satisfy our customers' needs in electricity supply services and reach new heights in all aspects of our operations."

In 2006, the supply reliability rating of HK Electric was better than 99.999%, a level which it has attained every year since 1997. The company has also continued to accomplish or even surpass all its pledged service standards and strive for continuous improvements in all facets of its operations.

The processes of electricity generation, transmission and distribution are highly complicated and HK Electric has adopted sophisticated technologies to oversee these processes, which include state-of-the-art engineering systems, communication equipment, protection systems, information technology, resource management and knowledge management technologies.

The generation, transmission and distribution systems are also closely controlled and monitored by the company's System Control Centre.

Seamless integration of these advanced systems and technologies, together with the automated mapping / facilities management system, defect management system and online monitoring system for operation and maintenance, helps ensure a reliable and cost-effective supply of electricity round the clock.

Continuous Improvements

Mr S.S. Yuen, General Manager (Transmission & Distribution) of HK Electric said, "In addition to using the best technologies, our profes-

sional and customer-focused staff are always looking for ways to serve our customers even better."

This can be reflected in the increase of the company's performance pledges from three to 18 since they were first published in 1993, with performances closely monitored for continuous improvements.

Customers, for instance, are expected to receive counter service at their Customer Centre in less than

3.5 minutes on average, and customers phoning in their Customer Service Hotline are expected to have their calls answered in an average of less than 9 seconds. The company also provides prompt emergency services, with an average of less than 28 minutes being the arrival time to scene in urban areas. In case of supply interruption, HK Electric pledges to restore the supply within two hours on average.



For more comfortable and convenient services, HK Electric continues to launch new service initiatives including SMS billing service



HK Electric is recognised for using the best technology in enhancing its operational efficiency and customer service