



# Performance Data Summary

Environmental	2024	2023	2022
<b>Fuel Consumed</b> <sup>[1]</sup>			
Gas (TJ)	52,907	43,613	40,150
Coal & oil (TJ) <sup>[2]</sup>	38,189	51,687	55,210
<b>Licence Compliance</b>			
Environmental regulatory non-compliances (no. of case)	0	0	0
<b>Air Emissions</b> <sup>[1]</sup>			
SO <sub>2</sub> (kT)	1.04	0.81	1.36
NO <sub>x</sub> (kT)	2.91	3.68	4.42
RSP (kT)	0.09	0.08	0.10
CO <sub>2</sub> (million T)	6.00	6.59	6.73
Mercury (T) <sup>[3]</sup>	0.014	0.027	See note 3
<b>GHG Emissions</b>			
Direct (Scope 1) GHG emissions (million T of CO <sub>2</sub> e) <sup>[4]</sup>	6.05	6.64	6.77
Indirect (Scope 2) GHG emissions (million T of CO <sub>2</sub> e) <sup>[4]</sup>	0	0	0
Indirect (Scope 3) GHG emissions (million T of CO <sub>2</sub> e) <sup>[4]</sup>	1.21	1.08	1.07
Indirect (Scope 3) GHG emissions by category (kT of CO <sub>2</sub> e):			
Cat. 1: Purchased goods and services	14.7	15.2	15.1
Cat. 2: Capital goods	134.0	170.2	235.1
Cat. 3: Fuel-related and energy-related activities	1,059.7	894.1	823.3
Cat. 4: Upstream transportation and distribution <sup>[5]</sup>	See note 5	See note 5	See note 5
Cat. 5: Waste generated in operations	0.5	0.3	0.4
Cat. 6: Business travel	0.4	0.3	0.0
Cat. 7: Employee commuting	0.4	0.5	0.4
CO <sub>2</sub> e per electricity unit sold (kg/kWh) <sup>[6]</sup>	0.60	0.66	0.68
<b>Material Non-Hazardous Waste</b> <sup>[7] [8]</sup>			
Ash collected for industrial uses (kT) <sup>[1]</sup>	82	105	123
Gypsum collected for industrial uses (kT) <sup>[1]</sup>	29	41	45
Construction waste from major construction projects for reuse (kT)	22	17	0
Construction waste from major construction projects for recycle (kT)	92	19	23
Construction waste from major construction projects for disposal (kT)	1	3	2
<b>Material Hazardous Waste</b> <sup>[9]</sup>			
Waste oil collected for recycle (litre)	71,680	71,270	178,880
Waste oil collected for disposal (litre)	78,320	306,378	159,138
Other material hazardous waste recorded in volume for recycle (litre)	0	0	0
Other material hazardous waste recorded in volume for disposal (litre)	6,320	28,800	8,944
Other material hazardous waste recorded in weight for recycle (kg)	19,748	26,212	7,339
Other material hazardous waste recorded in weight for disposal (kg)	7,673	9,001	8,872

Environmental	2024	2023	2022
<b>Water Consumption/Discharge</b>			
Seawater withdrawal & discharge (million m <sup>3</sup> )	<b>1,618</b>	1,749	1,816
Town water consumption (million m <sup>3</sup> ) <sup>[10]</sup>	<b>1.22</b>	1.51	1.57
Wastewater discharge (million m <sup>3</sup> ) <sup>[1]</sup>	<b>0.15</b>	0.18	0.19
Recycling of plant effluent and rainwater (million m <sup>3</sup> ) <sup>[1]</sup>	<b>0.12</b>	0.11	0.09
% of water recycled and reused <sup>[1]</sup>	<b>10.2%</b>	7.3%	5.7%
<b>Noise Abatement Notice</b>			
Number of notices received	<b>0</b>	0	0
<b>Certificate Accreditation</b>			
Number of ISO 14001 certificates	<b>3</b>	3	3
Number of ISO 50001 certificates	<b>1</b>	1	1

Notes:

- [1] For power generation only.
- [2] Fuel oil is mainly used for starting and flame stabilisation of coal-fired units and hence specific breakdown for fuel oil is not given.
- [3] Starting from 2023, mercury emissions are reported with reference to the SASB Standards for Electric Utilities and Power Generators.
- [4] All GHG emissions figures are independently verified according to the International Standard ISO 14064. For calculation methodologies, please refer to the [Greenhouse Gas Accounting Methodology](#).
- [5] Integrated upstream emission factors covering extraction, production and transportation are used in the quantification of Cat. 1–3 emissions and therefore Cat. 4 emissions are covered in Cat. 1–3 emissions.
- [6] HK Electric's GHG emissions intensity refers to the total of direct (Scope 1) GHG emissions and indirect (Scope 2) GHG emissions per unit of electricity sold.
- [7] HK Electric's material non-hazardous waste streams are ash and gypsum generated from power generation and construction waste generated from major construction projects managed under the mandatory construction waste disposal charging scheme. All ash and gypsum generated were collected for industrial use, while all construction waste generated was reused, recycled or disposed of.
- [8] Increase in waste amount in 2024 was due to foundation works for Unit L13 and civil works for Unit L12, at LMX of LPS.
- [9] HK Electric's material hazardous waste streams are those required to be managed under the mandatory trip ticket systems. All these waste streams generated were collected by licensed waste collectors for recycle or disposal at licensed waste management facilities.
- [10] Town water is provided by the Water Supplies Department of the HKSAR Government. Please refer to Water Supplies Department's [website](#) for information about the source of water.
- [11] Figures may not add up to the total due to rounding.

Operations	2024	2023	2022
<b>Customer Service</b>			
Number of customers (thousands) <sup>[1]</sup>	593	589	586
Residential (thousands)	475	474	472
Commercial (thousands)	113	110	109
Industrial (thousands)	5	5	5
Average rating of customer satisfaction level (5-point scale)	4.8	4.7	4.7
Number of pledged service standards and percentage achieved	18 (100%)	18 (100%)	18 (100%)
Product or service related complaints received (no. of case)	1	5	6
Substantiated complaints received concerning breaches of customer privacy (no. of complaint)	0	0	0
<b>Installed Capacity</b>			
Total Generation Capacity (MW)	3,083	3,403	3,402
Gas (MW) <sup>[2]</sup>	1,475	1,095	1,095
Coal & oil (MW) <sup>[2] [3]</sup>	1,605	2,305	2,305
Renewable energy (MW) <sup>[4]</sup>	3.2	3.2	2.0
Total Renewable Energy Installations under Feed-in Tariff Scheme (MW)	13.4	10.8	7.4
<b>Plant Availability</b> <sup>[1]</sup>			
Total (%)	84.8	89.4	86.6
Gas (%)	88.1	88.2	88.7
Coal & oil (%) <sup>[2]</sup>	82.0	90.1	85.6
<b>Thermal Efficiency</b> <sup>[1]</sup>			
Total (%)	41.5	39.3	38.9
Gas (%)	48.6	48.4	48.6
Coal & oil (%) <sup>[2]</sup>	31.7	31.7	31.8
<b>Electricity Sent Out</b> <sup>[5]</sup>			
Total (GWh)	10,518	10,425	10,305
Gas (GWh) (%) <sup>[1]</sup>	7,142 (68%)	5,870 (56%)	5,432 (53%)
Coal & oil (GWh) (%) <sup>[1] [2]</sup>	3,362 (32%)	4,544 (44%)	4,865 (47%)
Renewable energy (GWh) (%)	13.7 (0.1%)	10.7 (0.1%)	8.5 (0.1%)
<b>Cable Length</b>			
Total (km)	7,047	6,969	6,853
Above ground (km)	37	38	37
Underground (km)	7,009	6,931	6,817
<b>Transmission and Distribution Losses</b> <sup>[6]</sup>			
Total (%)	3.5	3.7	3.5
Transmission losses (%)	1.2	1.2	1.2
Distribution losses (%)	2.3	2.5	2.3

Operations	2024	2023	2022
<b>Electricity Sold</b>			
Electricity sold (millions of kWh)	10,150	10,040	9,941
By types of customers <sup>[7]</sup>			
Residential (millions of kWh)	2,451	2,384	See note 7
Commercial (millions of kWh)	7,415	7,369	See note 7
Industrial (millions of kWh)	284	288	See note 7
Energy intensity (per electricity unit sold) <sup>[8]</sup>	1.49	1.64	1.66
<b>Electricity Supply Reliability</b> <sup>[9]</sup>			
Supply reliability rating (%)	>99.9999	>99.999	>99.9999
System Average Interruption Frequency Index	0.029	0.103	0.045
System Average Interruption Duration Index (hours)	0.006	0.057	0.005
Customer Average Interruption Duration Index (hours) <sup>[7]</sup>	0.203	0.554	See note 7
Unplanned customer minutes lost (minutes)	0.4	3.4	0.3
<b>Certificate Accreditation</b>			
Number of ISO 9001 certificates	8	8	8
Number of ISO 27001 certificates	1	1	1
Number of ISO 55001 certificates	2	2	2

Notes:

- [1] Almost all points of connection were of distribution type. The number of customers who are also producers, i.e. customers who produce electricity to the grid, is insignificant as compared to the total number of customers.
- [2] For power generation only.
- [3] Fuel oil is mainly used for starting and flame stabilisation of coal-fired units and hence specific breakdown for fuel oil is not given.
- [4] The total installed capacity of RE includes the Lamma Winds, solar power system at LPS and other RE installations at HK Electric's premises in Hong Kong Island.
- [5] Electricity sent out refers to the electricity sent out from our grid, which includes those from our power plants and RE systems, as well as our customers' RE systems under the Feed-in-Tariff Scheme.
- [6] Non-technical losses are assumed to be insignificant.
- [7] Starting from 2023, the figure is reported with reference to the SASB Standards for Electric Utilities and Power Generators.
- [8] The energy intensity refers to the energy consumed (excluding the electricity sold) by HK Electric, in the course of generation, transmission and distribution of electricity, per unit of electricity sold.
- [9] The supply reliability rating and unplanned customer minutes lost in 2023 would be >99.9999% and 0.3 minute if the power interruption incident on 19 April 2023, which is classified as a Major Event Day, is excluded as per international standards.
- [10] Figures may not add up to the total due to rounding.

Social	2024	2023	2022
<b>Workforce Profile <sup>[1]</sup></b>			
Total workforce (no. of employee)	1,841	1,852	1,867
By employment types			
Full-time (no. of employee)	1,824	1,834	1,850
Part-time & temporary (no. of employee)	17	18	17
By gender <sup>[2]</sup>			
Male (no. of employee) (%)	1,441 (79.0%)	1,451 (79.1%)	1,480 (80.0%)
Female (no. of employee) (%)	383 (21.0%)	383 (20.9%)	370 (20.0%)
By age group <sup>[2]</sup>			
Age 30 or below (no. of employee) (%)	333 (18.3%)	336 (18.3%)	370 (20.0%)
Age 31–40 (no. of employee) (%)	520 (28.5%)	493 (26.9%)	466 (25.2%)
Age 41–50 (no. of employee) (%)	347 (19.0%)	361 (19.7%)	384 (20.8%)
Age 51 or above (no. of employee) (%)	624 (34.2%)	644 (35.1%)	630 (34.1%)
By employment contract <sup>[2]</sup>			
Permanent (no. of employee) (%)	1,649 (90.4%)	1,657 (90.3%)	1,690 (91.4%)
Contract (no. of employee) (%)	175 (9.6%)	177 (9.7%)	160 (8.6%)
By employee category <sup>[2]</sup>			
Senior staff (no. of employee) (%)	153 (8.4%)	154 (8.4%)	145 (7.8%)
General staff (no. of employee) (%)	1,589 (87.1%)	1,581 (86.2%)	1,584 (85.6%)
Workman (no. of employee) (%)	82 (4.5%)	99 (5.4%)	121 (6.5%)
<b>New Hires <sup>[2]</sup></b>			
Total number and rate of new hires (%)	152 (8.3%)	181 (9.9%)	242 (13.1%)
By gender			
Male (no. of employee) (%)	110 (7.6%)	122 (8.4%)	169 (11.4%)
Female (no. of employee) (%)	42 (11.0%)	59 (15.4%)	73 (19.7%)
By age group			
Age 30 or below (no. of employee) (%)	72 (21.6%)	71 (21.1%)	125 (33.8%)
Age 31–40 (no. of employee) (%)	40 (7.7%)	41 (8.3%)	62 (13.3%)
Age 41–50 (no. of employee) (%)	17 (4.9%)	33 (9.1%)	33 (8.6%)
Age 51 or above (no. of employee) (%)	23 (3.7%)	36 (5.6%)	22 (3.5%)
<b>Turnover <sup>[2] [3]</sup></b>			
Total number and rate of voluntary turnover (no. of employee) (%)	127 (7.0%)	179 (9.8%)	204 (11.2%)
By gender			
Male (no. of employee) (%)	93 (6.5%)	124 (8.5%)	147 (9.9%)
Female (no. of employee) (%)	34 (8.9%)	55 (14.4%)	57 (15.4%)
By age group			
Age 30 or below (no. of employee) (%)	21 (6.3%)	49 (14.6%)	54 (14.6%)
Age 31–40 (no. of employee) (%)	26 (5.0%)	35 (7.1%)	48 (10.3%)
Age 41–50 (no. of employee) (%)	10 (2.9%)	24 (6.6%)	21 (5.5%)
Age 51 or above (no. of employee) (%)	70 (11.2%)	71 (11.0%)	81 (12.9%)

Social	2024	2023	2022
<b>Average tenure</b> <sup>[2]</sup>			
By gender			
Male (year)	8.8	8.2	8.5
Female (year)	8.4	5.5	5.9
By age group			
Age 30 or below (year)	2.3	2.0	2.7
Age 31–40 (year)	5.1	4.1	5.1
Age 41–50 (year)	2.9	13.7	14.3
Age 51 or above (year)	25.3	27.9	20.8
<b>Parental Leave</b> <sup>[2]</sup>			
Employees entitled to parental leave (no. of employee)	1,824	1,834	1,850
By gender			
Male (no. of employee)	1,441	1,451	1,480
Female (no. of employee)	383	383	370
Return to work rates			
Male (%)	100.0%	100.0%	100.0%
Female (%)	100.0%	100.0%	100.0%
Retention rates			
Male (%)	95.8%	95.8%	97.0%
Female (%)	100.0%	100.0%	90.9%
<b>Gender Pay Ratio (Female to Male)</b> <sup>[2]</sup>			
Overall (%)	83.2%	83.0%	85.0%
By employee category			
Senior staff (%)	97.8%	95.0%	92.0%
General staff (%)	84.6%	85.0%	86.0%
Workman (%)	66.9%	58.0%	60.0%

Social	2024	2023	2022
<b>Development and Training</b> <sup>[2]</sup>			
Total training hours (hours)	69,187	55,524	46,311
Average training hours per employee (hours)	38	31	27
By gender			
Male (hours)	39.6	31.8	25.5
Female (hours)	32.7	28.3	23.3
By employee category			
Senior staff (hours)	34.4	28.2	24.7
General staff (hours)	39.2	32.1	26.5
Workman (hours)	26.2	15.2	5.7
Overall percentage of employees trained (%)	99.3%	97.5%	91.3%
By gender			
Male (%)	99.7%	97.9%	92.1%
Female (%)	97.7%	95.8%	88.1%
By employee category			
Senior staff (%)	100.0%	98.7%	100.0%
General staff (%)	99.4%	98.4%	91.5%
Workman (%)	96.3%	80.8%	78.5%
<b>Occupational Health &amp; Safety</b> <sup>[4]</sup>			
Number of fatalities (no. of cases)	0	0	0
Number of Lost Time Injuries	3	2	0
Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.17	0.11	0
Number of days lost/charged (no. of employee-days) <sup>[5]</sup>	40	3	0
Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours) <sup>[5]</sup>	2.28	0.17	0
Longest period without a Lost Time Injury (no. of days)	296	158	365
Number of reported traffic accidents (no. of cases)	10	6	3
Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)	6.0	3.6	1.8
Number of cases of occupational diseases (no. of cases)	0	0	0
Number of hours worked (hours)	3,512,436	3,538,258	3,585,816
Number of ISO 45001 certificates	3	3	3

## Notes:

- [1] Our operations are based in Hong Kong.
- [2] The reported figures apply to full-time employees only.
- [3] Voluntary turnover applies to full-time employees only. Voluntary employee turnover refers to the proportion of employees who leave an organisation voluntarily or due to retirement.
- [4] For our employees only. For our contractors' safety statistics, please refer to the [GRI Content Index](#).
- [5] For lost time injuries in which disability continued beyond the closing date (31 December) of a specific year, days lost of the year were estimated on the basis of medical opinion as to probable ultimate disability.
- [6] For other social data, please refer to the [GRI Content Index](#).
- [7] For economic/financial data, please refer to our [Annual Report](#).
- [8] Figures may not add up to the total due to rounding.