

香港電燈有限公司  
The Hongkong Electric Co., Ltd.

香港堅尼地道四十四號港燈中心  
Hongkong Electric Centre, 44 Kennedy Road, Hong Kong  
電話 /Tel 2843 3111 傳真 /Fax 2810 0506  
電郵 /Email mail@hkelectric.com  
www.hkelectric.com



**Press Release**  
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## **80% of HK Electric's Customers have Smart Meter Installed Energy Management Made Easy with a Single Device**

HK Electric has connected more than 480,000 smart meters since 2020, covering approximately 80% of customers on Hong Kong Island and Lamma Island, and the project is on track for completion by end 2025. Smart meters, along with the HK Electric App, empower residential and corporate customers to monitor and manage their electricity consumption anytime and anywhere. The entire project is also a crucial step towards transforming Hong Kong into a greener smart city.

HK Electric General Manager (Customer Services), Mr. Raymond Choi, thanked customers and property management companies for their support in the smooth deployment of smart meters. He said, "With the digitalisation of meters, customers are not only provided with clear and detailed energy consumption data which helps them manage their energy usage and reduce energy expenses, but also helps the Hong Kong community achieve the Government's decarbonisation target." Mr. Choi also noted that operational data gathered by smart meters enables the Company to gain a clearer understanding of its power grid. This, in turn, enhances operational efficiency and improves the ability of the Company to manage the electricity network.

Customers with smart meters installed on their premises will receive a notification, inviting them to download the [HK Electric App](#) and register for an "Account-On-Line" account to manage their energy usage. Currently, over 100,000 users have already downloaded the App.

Through the App, residential and corporate customers can check their daily and half-hourly energy consumption, understand their usage habits and patterns, and make informed choices about their energy use. One of HK Electric's customers, Ms. Sze, praised the customised features of the HK Electric App. She said, "The App's consumption alert function is very useful in notifying me when my usage reaches a specified percentage of the last monthly bill. This keeps me informed of my energy consumption levels and prompts me to take measures to save energy, such as switching off unused appliances. I can therefore reduce my energy expenses and practise a greener lifestyle."

By referencing customers' recent daily consumption data, the App can also forecast usage and costs of the next bill, enabling customers to use energy more wisely to reduce expenses. HK Electric has produced a series of short videos to introduce the main features of the HK Electric App. For details, please click the hyperlink or scan the QR code below:

<https://shorturl.at/9azod>



Additionally, the automatic remote meter reading function of smart meters brings significant convenience to customers. Not only does it save the visits of meter readers to consumers' premises, but it also enhances accuracy by eliminating manual intervention. Even during adverse weather conditions, meter readings remain unaffected, allowing customers to manage their monthly electricity expenses more accurately.

The replacement and installation schedule of smart meters for customers on Hong Kong Island and Lamma Island is primarily based on factors such as location of the meters, age of the meters, cost-effectiveness of the replacement, and the outage window of the power supply. The work is carried out in phases and by districts. It is expected that all necessary work will be completed within 2025.

**Photo Captions:**



HK Electric replaces and installs smart meters in most areas on Hong Kong Island and Lamma Island. It is expected that the installation for all customers will be completed by the end of this year.



An HK Electric customer service officer explains to Ms. Sze how the HK Electric App can help her use energy more effectively.



HK Electric produces a series of short videos to introduce the main features of HK Electric App.