



Key Statistics and Targets

Status of Targets in 2019

Environment

Status

Collect at least 100,000 m ³ of plant effluent and rain water for reuse at LPS in 2019.	Achieved
Plant diverse species of native trees or shrubs at LPS in 2019 to support biodiversity.	Achieved
Reduce food waste at the canteen of LPS by 1% in 2019 as compared to 2018.	Achieved
Reduce vehicle fleet's fuel usage in 2019 as compared to 2018.	Achieved
Increase EV mileage in 2019 as compared to 2018.	Achieved
Obtain at least one WastewiSe Certificate and one EnergywiSe Certificate under the Hong Kong Green Organisation Certification Scheme in 2019.	Achieved
Commission three new gas-fired generating units, L10, L11 and L12, at LPS in 2020, 2022 and 2023, respectively.	In progress
Reduce CO ₂ e per electricity unit sold to not higher than 0.6 kg/kWh in 2023 from 0.93 kg/kWh in 2005 (the year before natural gas was introduced at LPS).	In progress
Reduce total electricity consumption of seven main buildings at LPS by 10% in 2025 as compared to the baseline figure in 2013.	See note ^[1]

Health & Safety

Status

Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2019 as compared to the average over the previous three years.	Achieved
Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2019 as compared to the average over the previous three years.	Achieved
Obtain at least three Excellent Class Indoor Air Quality (IAQ) Certificates under the Government's IAQ Certification Scheme in 2019.	Achieved
Organise a series of health talks, physical exercises and interest classes to enable our employees to maintain a healthy and balanced lifestyle in 2019.	Achieved

Partners & Community

Status

Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2019.	Achieved
Complete 200 audits for Smart Power Energy Audit in 2019, particularly for NGOs, schools and SMEs.	Achieved
Approve 100 buildings for Smart Power Building Fund in 2019, including those from residential buildings, NGO premises and schools.	See note ^[2]
Launch a promotion programme on electronic billing/autopay in 2019 to encourage more customers to go green.	Achieved
Further expand the Plant Ownership Programme at LPS by adding at least one new project in 2019 to enhance plant reliability and availability, and to facilitate development of young engineers.	Achieved
Organise more than 300 corporate visits for various stakeholders in 2019.	See note ^[3]
Reach out to 100,000 participants under Happy Green Campaign in 2019.	Achieved
Enhance the necessary electricity infrastructure for the MTR Shatin to Central Link (North South line [Hong Kong Section]) by 2020 to support economic and social development of local communities.	In progress
Develop a fraud-risk assessment framework and facilitate divisions/departments to perform fraud-risk assessments in 2019 to identify assets or areas that are prone to fraud risks and enhance employee awareness of fraud risks.	See note ^[4]

Notes:

- [1] In 2019, new mid-term corporate targets were established to reduce electricity, water and paper consumption, and to reduce waste generation in our main office buildings. Details can be found in the Looking Ahead section of this chapter.
- [2] Subsidies for more than 80 buildings were approved in 2019, and the subsidised energy enhancement projects carried forward from previous years for more than 20 buildings were completed in 2019.

- [3] Some corporate visits originally scheduled during the period from September to December 2019 were cancelled in consideration of social unrest. As a result, only about 260 corporate visits were organised in 2019.
- [4] Development of the fraud-risk assessment framework was in progress by end 2019 and the framework will be implemented in 2020.



Summary of Statistics

Environment	2019	2018	2017
Fuel Consumed (TJ)^[1]			
Gas	27,568	30,011	30,914
Coal & oil ^[2]	82,996	80,405	79,258
Licence Compliance			
Percentage of Compliance (%)	100	100	100
Air Emissions			
SO ₂ (kT) ^[1]	1.94	2.87	2.21
NO _x (kT) ^[1]	7.59	7.79	8.14
RSP (kT) ^[1]	0.18	0.20	0.20
CO ₂ (million T) ^[1]	8.48	8.37	8.36
CO ₂ e (million T) ^[3]	8.51	8.41	8.41
CO ₂ e per electricity unit sold (kg/kWh) ^[3]	0.81	0.80	0.79
Material Non-Hazardous Wastes (kT)^[1, 4]			
Ash produced	230	235	229
Ash collected for industrial uses	230	237	235
Gypsum produced/collected for industrial uses	70	69	61
Material Hazardous Wastes^[5]			
Waste oil collected for recycle (litre)	2,000	3,000	18,400
Waste oil collected for disposal (litre)	132,087	88,687	79,160
Other material hazardous wastes recorded in volume for recycle (litre)	0	0	0
Other material hazardous wastes recorded in volume for disposal (litre)	0	3,400	11,240
Other material hazardous wastes recorded in weight for recycle (kg)	0	850	22,212
Other material hazardous wastes recorded in weight for disposal (kg)	23,694	17,459	25,853
Water Consumption/Discharge^[1]			
Sea water withdrawal & discharge (million m ³)	1,930	2,031	1,926
Town water consumption (thousand m ³) ^[6]	2,353	2,187	2,375
Wastewater discharge (thousand m ³)	263	148	160
Noise Abatement Notice			
Number of notices received	0	0	0
Certificate Accreditation			
Number of ISO 14001 certificates	3	3	3
Number of ISO 50001 certificates	1	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] The methodology used for calculation is drawn from Revised 1996 IPCC Guidelines for National Greenhouse Gas Inventories, taking into account greenhouse gas emissions generated from the processes of power generation, transmission and distribution.

Operations	2019	2018	2017
Customer Service			
Number of customers (thousands)	581	579	577
Average rating of customer satisfaction level (5-point scale)	4.6	4.6	4.6
Number of pledged service standards	18	18	18
Percentage achieved (%)	100	100	100
Installed Capacity (MW)^[1]			
Gas	680	680	680
Coal & oil ^[2]	2,555	2,555	2,805
Renewable energy	1.8	1.8	1.8
Performance			
Electricity sold (millions of kWh)	10,519	10,537	10,615
Plant availability (%)	90.9	90.7	87.1
Thermal efficiency (%)	35.5	35.6	35.9
Transmission and distribution losses (%)	3.4	3.4	3.3
Electricity Supply Reliability			
Supply reliability rating (%)	>99.999	>99.999	>99.999
Unplanned customer minutes lost (minutes)	0.6	0.6	0.5
Certificate Accreditation			
Number of ISO 9001 certificates	8	8	9
Number of ISO 27001 certificates	1	1	1
Number of ISO 55001 certificates	2	2	2
Health & Safety			
Number of fatalities	0	0	0
Number of lost time injuries	1	1	3
Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.05	0.05	0.16
Number of days lost/charged (no. of employee-days)	19	1	168
Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)	1.02	0.05	8.77
Longest period without a lost time injury (no. of days)	213	315	150
Number of reported traffic accidents (no. of cases)	6	7	9
Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)	3.4	3.8	4.8
Number of ISO 45001 / OHSAS 18001 certificates	3/0	1/2	0/3

[4] HK Electric's material non-hazardous wastes are ash and gypsum.

[5] HK Electric's material hazardous wastes are those wastes required to be managed under the mandatory trip ticket systems. These wastes were collected and treated by licensed waste collectors and facilities.

[6] Town water is provided by the Water Supplies Department of the HKSAR Government.

[7] For economic/financial data, please refer to our [Annual Report](#).



Looking Ahead

We understand that, as a power utility in Hong Kong, we play a crucial role in supporting the city's economic and social development. As a responsible business, we have a duty of care for the environment, the community, our employees and other stakeholders. To realise these commitments, we regularly review our performance and set specific goals for the future.

Outlined below are the targets we set in the areas of Environment, Health & Safety, and Partners & Community for 2020 and beyond. Specific targets corresponding to the United Nations' Sustainable Development Goals that are material to our business can be found in the [Sustainability at HKEI](#) chapter.

Environment

- Collect at least 100,000 m³ of plant effluent and rain water for reuse at LPS in 2020.
- Plant diverse species of native trees or shrubs at LPS in 2020 to support biodiversity.
- Reduce food waste at the canteen of LPS in 2020 as compared to 2019.
- Reduce vehicle fleet's fuel usage in 2020 as compared to 2019.
- Increase EV mileage in 2020 as compared to 2019.
- Obtain at least one WastewiSe Certificate and one EnergywiSe Certificate under the Hong Kong Green Organisation Certification Scheme in 2020.
- Commission three new gas-fired generating units, L10, L11 and L12, at LPS in 2020, 2022 and 2023, respectively.
- Reduce CO₂e per electricity unit sold to not higher than 0.6 kg/kWh in 2023 from 0.93 kg/kWh in 2005 (just before natural gas was introduced at LPS).
- Reduce total electricity consumption, water consumption, paper consumption and waste generation of our key office premises including Hongkong Electric Centre, Electric Tower, Electric Centre and seven main buildings at LPS by 5%, 1%, 10% and 10%, respectively in 2024 as compared to the baseline figures in 2019.
- Reduce production of ash and gypsum at LPS by 30% in 2024 as compared to the baseline figures in 2019.

Health & Safety

- Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2020 as compared to the average over the previous three years.
- Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2020 as compared to the average over the previous three years.
- Obtain at least three Excellent Class Indoor Air Quality (IAQ) Certificates under the Government's IAQ Certification Scheme in 2020.
- To organise a series of health talks, physical exercises and interest classes to enable our employees to maintain a healthy and balanced lifestyle in 2020.

Partners & Community

- Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2020.
- Complete 200 audits for Smart Power Energy Audit in 2020, particularly for NGOs, schools and SMEs.
- Confirm energy efficiency enhancement project subsidies for 100 buildings in 2020, including residential buildings, commercial buildings, NGO premises and schools.
- Launch a promotion programme on electronic billing/autopay in 2020 to encourage more customers to go green.
- Further expand the Plant Ownership Programme at LPS by adding at least one new project in 2020 to enhance plant reliability and availability, and to facilitate development of young engineers.
- Launch a new GHKG eco-heritage route in Eastern District in 2020.
- Engage 20,000 fans via our Facebook pages in 2020.
- Enhance the necessary electricity infrastructure for the MTR Shatin to Central Link (North South line [Hong Kong Section]) by 2020 to support economic and social development of local communities.
- Develop and implement a fraud-risk assessment framework and facilitate divisions/departments to perform fraud-risk assessments in 2020 to identify assets or areas that are prone to fraud risks and enhance employee awareness of fraud risks.