



2021 Performance Highlights



Customer & Community Care

> **99.9999%**
supply reliability record

< **0.5** minute
unplanned customer minutes lost

Launched **HK Electric App** to enhance customer service

4.7
average customer satisfaction rating (on a 5-point scale)

Achieved the interim target of deploying

> **120,000**
smart meters

Introduced **Smart Power for Construction Site** service

Approved subsidies for **108** buildings under Smart Power Building Fund

210
free Smart Power Energy Audits

Supported **~400** cases of EV charging solution implementation, covering **~50,000** car-parking spaces

> **40,000**
households subsidised under Smart Power Care Fund

~9,000
elders and ambassadors received weekly care messages under CAREnJOY



Environment & Awareness

Synchronisation of new gas-fired unit L11 in November

~50% electricity output from natural gas

26% reduction in carbon emissions compared with that in 2005

~0.71 kg of CO₂e per unit of electricity sold

SO₂, NO_x & RSP emissions below stipulated emissions caps

~5.8 GWh of green electricity from renewable energy installations of HK Electric and its Feed-in-Tariff customers

~300 public events to promote Smart Power Services

~80,000 participants in Happy Green Campaign

Concluded the 18-month internal education campaign on sustainability



Safety & Employee Care



2 Lost Time Injuries

> 4,400 safety risk assessments

0.11 Lost Time Injury Frequency Rate

31 training hours per employee

10.06 Lost Time Injury Severity Rate

6% employee voluntary turnover rate

Invited by the Occupational Safety & Health Council to join its first batch of "OSH Strategic Partners"

