



Key Statistics and Targets

Status of Targets in 2021

Environment	Status
Collect at least 100,000 m ³ of plant effluent and rain water for reuse at LPS in 2021	Achieved
Plant diverse species of native trees or shrubs at LPS in 2021 to support biodiversity	Achieved
Reduce food waste at the canteen of LPS in 2021 as compared to 2020	Achieved
Reduce vehicle fleet's fuel usage in 2021 as compared to 2020	Achieved
Increase EV mileage in 2021 as compared to 2020	Missed ^[1]
Obtain at least one Wastewise Certificate and one Energywise Certificate under the Hong Kong Green Organisation Certification Scheme in 2021	Achieved
Commission two new gas-fired generating units, L11 and L12, at LPS by 2022 and 2023, respectively	In progress ^[2]
Reduce CO ₂ e per unit of electricity sold to not higher than 0.6 kg/kWh in 2023 from 0.93 kg/kWh in 2005 (just before natural gas was introduced to LPS)	In progress
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	In progress ^[3]
Reduce production of ash and gypsum at LPS by 37% in 2024 as compared to the baseline figures in 2019	In progress
Health & Safety	Status
Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2021 as compared to the average over the previous three years	Missed ^[4]
Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2021 as compared to the average over the previous three years	Missed ^[4]
Obtain at least three Excellent Class Indoor Air Quality (IAQ) Certificates under the Government's IAQ Certification Scheme in 2021	Achieved
Organise a series of health talks and interest classes through online platform to enable our employees to maintain a healthy and balanced lifestyle in 2021	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 2021	Achieved
Complete at least 200 audits for Smart Power Energy Audit in 2021, particularly for NGOs, schools and SMEs	Achieved
Confirm energy efficiency enhancement project subsidies for at least 100 buildings in 2021, including residential buildings, commercial buildings, NGO premises and schools	Achieved
Launch a promotion programme on electronic billing/electronic payment in 2021 to encourage more customers to go green	Achieved
Further expand the Plant Ownership Programme at LPS by adding at least one new project in 2021 to enhance plant reliability and availability, and to facilitate development of young engineers	Achieved
Support 8,500 senior citizens through various community programmes in 2021	Achieved
Engage 26,000 fans via our corporate and campaign Facebook pages in 2021	Achieved
Develop and implement a fraud management framework and facilitate divisions/departments to perform fraud-risk assessments in 2021 to identify assets or areas that are prone to fraud risks and enhance employee awareness of fraud risks	In progress ^[5]

Notes:

^[1] Due to the significant decrease of corporate vehicle fleet mileage in 2021, the EV mileage has also decreased compared with 2020.

^[2] New gas-fired generating unit L11 was successfully synchronised in November 2021 and targeted for commissioning in 2022, while the construction works for L12 is in full swing. Please refer to the chapter on [Sharing our Planet](#) for more information.

^[3] The timeline of this target has been revised from 2020-2024 to 2021-2025 in order to align with the Government's Carbon Neutrality Partnership programme.

^[4] Please refer to the chapter on [Working with Partners](#) for more information.

^[5] The timeline of this target has been revised from "2021" to "2023" considering the number of divisions/departments and their schedules. Facilitation will commence in H1 2022.

Awards and Recognition

It is encouraging that our ongoing efforts have been widely recognised with various awards in the areas of quality, health and safety, environmental protection, community involvement, customer service, and corporate and staff achievements. For a full list of our awards in 2021, please refer to our [Annual Report](#).





Summary of Statistics

Environment	2021	2020	2019
Fuel Consumed^[1]			
Gas (TJ)	40,201	40,981	27,568
Coal & oil (TJ) ^[2]	62,421	59,472	82,996
Licence Compliance			
Percentage of Compliance (%)	100	100	100
Air Emissions			
SO ₂ (kT) ^[1]	0.82	1.08	1.94
NO _x (kT) ^[1]	5.33	5.41	7.59
RSP (kT) ^[1]	0.12	0.13	0.18
CO ₂ (million T) ^[1]	7.35	7.16	8.48
Direct GHG emissions (million T of CO ₂ e) ^[3]	7.39	7.19	8.51
Indirect GHG emissions from imported energy (million T of CO ₂ e) ^[4]	0	–	–
Other indirect GHG emissions (million T of CO ₂ e) ^[5]	1.10	–	–
CO ₂ e per electricity unit sold (kg/kWh) ^[6]	0.71	0.71	0.81
Material Non-hazardous Wastes^[7]			
Ash collected for industrial uses (kT) ^[1]	162	154	230
Gypsum collected for industrial uses (kT) ^[1]	47	39	70
Construction waste from major construction projects for recycle (kT)	32	–	–
Construction waste from major construction projects for disposal (kT)	2	–	–
Material Hazardous Wastes^[8]			
Waste oil collected for recycle (litre)	0	0	2,000
Waste oil collected for disposal (litre)	151,800	82,700	132,087
Other material hazardous wastes recorded in volume for recycle (litre)	0	0	0
Other material hazardous wastes recorded in volume for disposal (litre)	13,600	19,800	0
Other material hazardous wastes recorded in weight for recycle (kg)	17,750	0	0
Other material hazardous wastes recorded in weight for disposal (kg)	16,080	53,248	23,694
Water Consumption/Discharge^[1]			
Marine water withdrawal & discharge (million m ³)	1,971	1,738	1,930
Town water consumption (million m ³) ^[9]	1.99	1.87	2.35
Wastewater discharge (million m ³)	0.24	0.25	0.26
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
Health & Safety			
Number of fatalities	0	0	0
Number of Lost Time Injuries	2	3	1
Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.11	0.17	0.05
Number of days lost/charged (no. of employee-days) ^[10]	179	348	19
Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours) ^[10]	10.06	19.35	1.02
Longest period without a Lost Time Injury (no. of days)	154	165	213
Number of reported traffic accidents (no. of cases)	10	7	6
Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)	5.9	3.8	3.4
Number of ISO 45001 certificates	3	3	3



Operations	2021	2020	2019
Customer Service			
Number of customers (thousands)	584	583	581
Average rating of customer satisfaction level (5-point scale)	4.7	4.7	4.6
Number of pledged service standards	18	18	18
Percentage achieved (%)	100	100	100
Installed Capacity^[1,11]			
Gas (MW)	1,060	1,060	680
Coal & oil (MW) ^[2]	2,555	2,555	2,555
Renewable energy (MW)	1.9	1.8	1.8
Performance			
Electricity sold (millions of kWh)	10,361	10,134	10,519
Plant availability (%)	89.0	89.5	90.9
Thermal efficiency (%)	37.6	37.6	35.5
Transmission and distribution losses (%)	3.3	3.4	3.4
Electricity Supply Reliability			
Supply reliability rating (%)	>99.9999	>99.9999	>99.999
Unplanned customer minutes lost (minutes)	0.3	0.3	0.6
Certificate Accreditation			
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] 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] HK Electric's direct GHG emissions (Scope 1 emissions) are mainly attributed to power generation. The 2021 figure is slightly higher than 2020 due to higher electricity sold and challenges in acquiring additional gas supply. The figures are independently verified according to ISO 14064-1:2018.
- ^[4] HK Electric is a vertically integrated utility and does not purchase energy from third parties for consumption. Hence, our indirect GHG emissions from imported energy (Scope 2 emissions) are reported as zero and are independently verified according to ISO 14064-1:2018.
- ^[5] HK Electric's other indirect GHG emissions (Scope 3 emissions) refer to indirect GHG emissions arising as a consequence of its operations and activities, including those from transportation, products used, use of our products and other sources (our town water demand). The figures are independently verified according to ISO 14064-1:2018.
- ^[6] HK Electric's GHG intensity refers to direct GHG emissions and indirect GHG emissions from imported energy (Scope 1 + Scope 2 emissions) per unit of electricity sold.

- ^[7] HK Electric's material non-hazardous wastes include ash and gypsum generated from power generation and construction waste generated from major construction projects required to be managed under the mandatory construction waste disposal charging scheme.
- ^[8] 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.
- ^[9] Town water is provided by the Water Supplies Department of the HKSAR Government. Please refer to [Water Supplies Department's website](#) for the information about the source of water.
- ^[10] For Lost Time Injuries in which disability continues beyond the closing date (31st December) of a specific year, days lost of the year were estimated on the basis of medical opinion as to probable ultimate disability.
- ^[11] To achieve Hong Kong's fuel mix target of around 50% gas generation from 2020, HK Electric not only had to build a new gas-fired unit L10, but also defer the retirement of an old gas-fired unit GT57. Instead of the original schedule of 2020, GT57 will now retire in 2022 when another new gas-fired unit L11 comes into operation. This is an interim measure to achieve the above government objective. The installed capacity in 2021 without GT57 would otherwise be 3,272 MW.
- ^[12] For economic / financial data, please refer to our [Annual Report](#).



Looking Ahead

As a power utility, we play a crucial role in supporting Hong Kong'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 2022 and beyond. Specific targets in support of the United Nations' Sustainable Development Goals and Carbon Neutrality for Hong Kong can be found in the chapters on [Our Business and Approach to Sustainability](#) and [Running a Sustainable Business](#).

Environment

- ◆ Collect at least 80,000 m³ of plant effluent and rain water for reuse at LPS in 2022
- ◆ Plant diverse species of native trees or shrubs at LPS in 2022 to support biodiversity
- ◆ Reduce food waste at the canteen of LPS in 2022 as compared to 2021
- ◆ Reduce vehicle fleet's fuel usage in 2022 as compared to 2021
- ◆ Increase the proportion of EV mileage in the fleet mileage in 2022 as compared to 2021
- ◆ Increase the proportion of EVs in our corporate fleet to 53% by 2025
- ◆ Obtain at least one Wastewi\$e Certificate and one Energywi\$e Certificate under the Hong Kong Green Organisation Certification Scheme in 2022
- ◆ Commission two new gas-fired generating units, L11 and L12, at LPS by 2022 and 2023, respectively
- ◆ Reduce CO₂e per unit of electricity sold to not higher than 0.6 kg/kWh in 2023 from 0.93 kg/kWh in 2005 (just before natural gas was introduced to 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 2025 as compared to the baseline figures in 2020
- ◆ Reduce production of ash and gypsum at LPS by 37% in 2024 as compared to the baseline figures in 2019
- ◆ Improve the average Power Usage Effectiveness (PUE) of two data centres at Electric Centre and Electric Tower by 5% by the year 2024
- ◆ Implement retro-commissioning in Hongkong Electric Centre and a building at LPS by 2023

Health & Safety

- ◆ Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2022 as compared to the average over the previous three years
- ◆ Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2022 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 2022
- ◆ Organise a series of health talks and interest classes through online platform to enable our employees to maintain a healthy and balanced lifestyle in 2022

Partners & Community

- ◆ Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2022
- ◆ Complete at least 200 audits under Smart Power Energy Audit in 2022, particularly for NGOs, schools and SMEs
- ◆ Confirm energy efficiency enhancement project subsidies for at least 100 buildings in 2022, including residential buildings, commercial buildings, NGO premises and schools
- ◆ Launch a promotion programme on electronic billing and Autopay/Faster-Payment-System (FPS) in 2022 to encourage more customers to switch to electronic services.
- ◆ Further expand the Plant Ownership Programme at LPS by adding at least one new project in 2022 to enhance plant reliability and availability, and to facilitate development of young engineers
- ◆ Support 10,000 senior citizens through various community programmes in 2022
- ◆ Engage 36,000 fans via our corporate and campaign Facebook pages in 2022
- ◆ Increase the number of "Green" items available on our electronic ordering system to more than 27% for general office commodity items group in 2022
- ◆ Facilitate key divisions/departments to perform fraud risk assessment by 2023 to identify areas prone to fraud risks and enhance employee awareness of fraud risks