CHAPTER 8

DATA CENTRES

8.1 Introduction

1. Being a major financial centre in the Asia-Pacific region, Hong Kong serves as home to regional offices of many multi-national corporations. It is also a major international trading and logistics hub, generating great demand for reliable data centre facilities and services to support business growth in mainland China and other parts of the region. Hong Kong is an ideal location for such data centres.

2. To promote the development of data centres as well as facilitating Hong Kong to become a hub for data centres, HK Electric has introduced a suite of one-stop customized services to facilitate the setting up of data centres on Hong Kong Island. The details will be introduced in this Chapter.

8.2 Suggestions to Enhance the Reliability & Power Quality of Electricity Supply

HK Electric provides a very reliable power supply to our customers. However, public electricity supply systems are liable to external influences. Despite the fact that we have made every endeavour to ensure reliability of electricity supply and good power quality, power quality problems may still occasionally occur due to various causes.

For data centres in which their computer equipment, control equipment and any other equipment require continuous regulated supply, they are recommended installing Un-Interruptible Power Supply (UPS), standby-generator and/or other Automatic Backup System (ABS) system in order to ensure that the equipment continues to operate properly when there is any voltage fluctuation, voltage dip, interruption or failure of supply. Please also see Chapter 11 for various enhancement/mitigation measures to safeguard power supplies for important services.
8.3 Setting Up Data Centres on Hong Kong Island

1. Hong Kong Island embraces the city's bustling Central Business District and other key commercial areas. It is also the prime location for:

- Government headquarters and other buildings,
- Major investment/commercial banks,
- Insurance companies,
- Telecommunication and IT companies,
- Headquarters/branches of multi-national corporations, and
- Retail companies

2. Setting up your data centres on Hong Kong Island will earn the advantages of close proximity to the heart of the metropolitan city where business entities are highly concentrated. Moreover, it is highly desirable for high-tier data centres to be provided with a back-up site(s) at a separate location from the primary site so as to reduce the impact from unexpected incidents. Hong Kong Island is an ideal choice of back up sites for those data centres with their primary sites elsewhere.

3. Serving the city for more than a century, HK Electric is one of the world’s longest established utility companies and is the sole electricity supplier to Hong Kong Island and Lamma Island. The company has invested in a state-of-the-art transmission and distribution system (which is mostly underground), making it less vulnerable to external factors such as lightning and adverse weather. To maintain our first class supply reliability, we have adopted advanced monitoring and diagnostic systems round the clock at our System Control Centre, as well as a robust asset management system. As a world-class power company, HK Electric has maintained a safe and reliable electricity supply over the years. We have been maintaining an excellent track record of supply reliability rating of more than 99.999% since 1997.

8.4 Premium Customer Services

To support the development of data centres in Hong Kong, we provide a comprehensive range of premium service package to data centre owners or operators and their REC/REW, covering one stop personalized services, site location advisory services, tariff advisory services as well as energy management services.
1. One Stop Personalized Services

Our professional engineers will provide you a one-stop personalized service all under one roof:

- Maintaining a single point of contact with HK Electric
- Offering new service updates
- Giving recommendations on customer installations to further enhance supply reliability
- Providing advices and guidances to obtain new or additional supply to meet customer’s growing load demand

2. Site Location Advisory Service

HK Electric can provide you with the technical support and useful information to assist you in identifying the desirable site for your data centre operations:

- Capacity of electricity supply available at the site
- Technical information of the rising and lateral mains
- Supply reliability considerations and network design
- Advices on supply availability and whether reinforcement is required within four working days

3. Tariff Advisory Services

To help data centres improve cost effectiveness, we provide a comprehensive range of tariff advisory services:

- Customers with a large and stable load are likely to be benefit from Maximum Demand (MD) Tariff. We offer free analysis for customers to choose the best tariff type between Ordinary and MD Tariff, based on their most recent electricity consumption records.

4. Energy Management Services

To help boost the competitive edge of your data centre, we offer a comprehensive range of energy management services:

- Free energy audits and advisory services to improve energy efficiency
- Smart meters to provide load profile data to devise energy efficiency programmes for large installations
- Free advisory services on energy-saving and green solution/equipment and referral of equipment suppliers and contractors if required

8.5 **Collaboration with Government and Data Centre Operators**

To further support the development of data centres in Hong Kong, HK Electric works closely with the Office of the Government Chief Information Officer and InvestHK. We also actively collaborate with data centre operators for joint promotion of the industry.

Data centre owners or operators interested in setting up data centres on Hong Kong Island are welcome to contact our dedicated team for assistance:

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Enquiry Hotline : (852) 3143 3990
Facsimile : (852) 2537 1351
Website : www.hkelectric.com/datacentre