

## Welcome

to our “e-REW Express”. Hong Kong is a major financial centre in Asia Pacific and home to many regional offices of multi-national corporations. It is also a major international trading and logistics hub in the region. This generates great demand for secure data centre facilities and services to support business growth in mainland China and the Asia Pacific region.

Being their energy partner, we have launched a comprehensive range of premium service package for data centre owners or operators who wish to set up data centre on Hong Kong Island. We would like to share with you, who may be serving the data centre sector, our premium customer services in this issue of “e-REW Express”.

We hope you will find the information useful and handy. If you have any suggestion, please send an email to us at [mail@hkelectric.com](mailto:mail@hkelectric.com) or contact our Customer Installation Section at 2887 3455 so that we can further improve our service.

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## The Power behind Data Centres

### 1. 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.

#### Possible Enhancement Measures

For the data centres such that their computer equipment, control equipment and any other equipment which requires continuous regulated supply, they are recommended to install a 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.

UPS is an effective means to protect important services from momentary voltage dips. UPS contains energy storage components, which can also maintain voltage level instantly for a predetermined period of time in case of voltage dips/supply voltage fluctuations/interruptions.

## 2. Partnering with a World-Class Power Company

As a world-class power company, HK Electric maintains a safe and reliable electricity supply over the years:

- An excellent track record of supply reliability rating of 99.999% has been maintained since 1997. In 2015, a customer only experienced an average of 0.6 minutes of unplanned supply interruption
- World-class power quality with a sound record of voltage dip performance index
- Stable tariff

As your energy partner, our reliable electricity infrastructure fully supports data centres of all tiers to set up your data centres here.

## 3. 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, locating suitable sites, tariff advisory services as well as energy management services.

### 3.1 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 advice and guidance to obtain new or additional supply to meet your growing load demand

### 3.2 Finding the Right Locations

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

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

### 3.3 Tariff Advisory Services

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

- Customers with a large and stable load are likely to benefit from Maximum Demand (MD) Tariff. We offer free analyses for customers to visualise their electricity charges under Ordinary and MD Tariff, based on their most recent electricity consumption records.

### 3.4 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

## 4. 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.

If you require any further assistance and information in setting up data centres on Hong Kong Island, you are welcome to visit our Group Commercial Division at 9/F Hongkong Electric Centre, 44 Kennedy Road and discuss with our marketing team. You may also contact our dedicated team through our data centre enquiry hotline at 3143 3990, facsimile at 2537 1351 or email at [datacentre@hkelectric.com](mailto:datacentre@hkelectric.com). For service details, you are welcome to visit our dedicated website for data centres at [www.hkelectric.com/datacentre](http://www.hkelectric.com/datacentre).