

Key Performance and Targets

Targets Achieved in 2016

Targets Set	Status
Environment	
Collect and reuse at least 100,000 m ³ of used water and rain water at Lamma Power Station in 2016.	Achieved
Plant diverse species of native trees or shrubs at Lamma Power Station in 2016 to support biodiversity.	Achieved
Complete the erection of a new EV quick charging station and the upgrade of the existing EV standard charging stations to medium charging stations for public use in 2016.	Partially Achieved ^[1]
Reduce vehicle fleet's fuel usage in 2016 as compared to 2015.	Achieved
Increase EV mileage in 2016 as compared to 2015.	Achieved
Conduct at least 50 energy audits for non-residential customers in 2016 to help them identify energy saving opportunities.	Achieved
Obtain at least one Excellence Level Wastewi\$e Certificate and one Excellence Level Energywi\$e Certificate under the Hong Kong Green Organisation Certification Scheme in 2016.	Achieved
Conduct a company-wide Environmental Climate Index Survey in 2016 to identify ways of improvement.	Achieved
Reduce electricity consumption of two main office buildings (Hongkong Electric Centre and Electric Centre) by 3% in 2016 as compared to the baseline figures in 2013 (335.05 and 292.35 kWh/m ² /annum respectively) as per our commitment on the WBCSD's Manifesto on Energy Efficiency in Buildings.	Partially Achieved ^[2]
Commission the new gas-fired generation unit (L10) at Lamma Power Station by 2020.	In progress
Reduce total electricity consumption of seven main buildings at Lamma Power Station by 10% in 2025 as compared to the baseline figure in 2013.	In progress
Health & Safety	
Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2016 as compared to the average over the past three years.	Achieved
Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2016 as compared to the average over the past three years.	Achieved
Obtain at least three Excellent Class Indoor Air Quality Certificates in 2016.	Achieved
Organise a series of health talks for employees in 2016.	Achieved
Partners & Community	
Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2016.	Achieved
Revamp the Account-On-Line Service and make it mobile-friendly in 2016 to further enhance customer experience in using electronic services.	Achieved
Launch a promotion programme on electronic billing and autopay in 2016 to encourage more customers to switch to electronic services.	Achieved
Further expand the Plant Ownership Programme at Lamma Power Station by adding three new projects in 2016 to enhance plant reliability and availability, and to facilitate development of young engineers.	Achieved
Roll out new modules under the Effective Leadership Series in 2016 to meet the specific development needs of the company and employees.	Achieved
Further promote employee well-being and health through a series of activities themed "Health and Happiness" in 2016, including a Health Campaign to promote the benefits of regular exercises to build physical strength.	Achieved
Engage more than 1,500 participants in volunteer services in 2016.	Achieved
Organise more than 180 corporate visits for various stakeholders in 2016.	Achieved
Enhance the necessary electricity infrastructure for MTR lines in 2016 to support the economic and social developments of the community.	Achieved

Notes:

[1] Upgrade of existing two out of six standard charging stations was completed in 2016. The commissioning of three new quick charging stations was postponed to 2017 due to the longer-than-expected negotiation lead time with the car park owners.

[2] The overall reduction in electricity consumption of Hongkong Electric Centre and Electric Centre in 2016 compared to the base year 2013 was about 9.4% while the corresponding reductions of Hongkong Electric Centre and Electric Centre were about 2.3% and 24.6% respectively.



Awards and Recognition

Our efforts and commitment to sustainability have been widely recognised with awards covering 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 received in 2016, please refer to our Annual Report.



HKRMA Mystery Shopper Programme – 2016 Excellence Award



BOCHK Corporate Environmental Leadership Awards 2015 – Bronze Award



Caring Company Scheme 2015/16 – Outstanding Partnership Project Award



Employer of Choice Award 2016



The 15th Hong Kong Occupational Safety & Health Award – Two Gold awards and one Bronze award



Summary of Statistics

Environment	2016	2015	2014
Fuel Consumed (TJ) ^[1]			
Gas	31,983	32,045	31,337
Coal & oil ^[2]	80,012	79,805	81,765
Licence Compliance			
Percentage of compliance (%)	100	100	100
Air Emissions			
SO ₂ (kT) ^[1]	2.75	2.97	2.86
NO _x (kT) ^[1]	8.68	8.69	9.33
RSP (kT) ^[1]	0.21	0.18	0.17
CO ₂ (million T) ^[1]	8.50	8.44	8.57
CO ₂ e (million T) ^[3]	8.54	8.47	8.60
CO ₂ e per electricity unit sold (kg/kWh) ^[3]	0.79	0.78	0.79
Ash/Gypsum (kT) ^[1]			
Ash produced	237	211	213
Ash collected for industrial uses	238	208	213
Gypsum produced/collected for industrial uses	66	64	74
Waste Oil (litres) ^[4]			
Waste oil recycled	42,600	118,100	90,400
Waste oil for disposal	38,000	8,440	4,000
Water Consumption/Discharge ^[1]			
Marine water withdrawal & discharge (million m ³)	2,160	2,023	2,094
Town water consumption (thousand m ³) ^[5]	2,397	2,257	2,408
Waste water discharge (thousand m ³)	138	185	166
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

Operations	2016	2015	2014
Customer Service			
Number of customers (thousands)	575	572	570
Average rating of customer satisfaction level (maximum mark for each index is 5.0)	4.5	4.6	4.5
Number of pledged service standards	18	18	18
Percentage achieved (%)	100	100	100



Operations	2016	2015	2014
Installed Capacity (MW)			
Gas	680	680	680
Coal & oil ^[2]	3,055	3,055	3,055
Renewable energy	1.8	1.8	1.8
Performance			
Electricity sold (millions of kWh)	10,792	10,879	10,955
Plant availability (%)	85.6	85.5	88.4
Thermal efficiency (%)	35.9	36.2	36.1
Transmission and distribution losses (%)	3.3	3.4	3.4
Electricity Supply Reliability			
Supply reliability rating (%)	>99.999	>99.999	>99.999
Unplanned customer minutes lost (minutes)	0.7	0.6	0.8
Certificate Accreditation			
Number of ISO 9001 certificates	9	9	9
Number of HOKLAS certificates	3	3	3
Number of ISO 55001 certificates	2	2	2

Health & Safety	2016	2015	2014
Number of fatalities	0	0	0
Number of lost time injuries	4	5	3
Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.20	0.25	0.15
Number of days lost/charged (no. of employee-days)	35	362	306
Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)	1.75	18.20	15.36
Longest period without a lost time injury (no. of days)	117	201	244
Number of reported traffic accidents (no. of cases)	11	12	13
Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)	5.7	6.3	6.8
Number of OHSAS 18001 certificates	3	3	3

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 the Revised 1996 IPCC Guidelines for National Greenhouse Gas Inventories.

[4] For proper disposal or recycling, waste oil was collected and treated by licensed chemical waste collectors and facilities under a trip-ticket system.

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

[6] For economic/financial data, please refer to our Annual Report.

Looking Ahead

We understand that, as a power company in Hong Kong, we have a crucial role to play in supporting the city's economic and social developments. As a responsible business, we also have a duty of care towards the environment and the community at large, as well as 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 various areas of our operations.

Environment

- Collect and reuse at least 100,000 m³ of used water and rain water at Lamma Power Station in 2017.
- Plant diverse species of native trees or shrubs at Lamma Power Station in 2017 to support biodiversity.
- Complete the erection of three new EV quick charging stations and upgrading of remaining four standard charging stations in 2017.
- Reduce vehicle fleet's fuel usage in 2017 as compared to 2016.
- Increase EV mileage in 2017 as compared to 2016.
- Conduct at least 50 energy audits for non-residential customers in 2017 to help them identify energy saving opportunities.
- Obtain at least one Wastewi\$e Certificate and one Energywi\$e Certificate under the Hong Kong Green Organisation Certification Scheme in 2017.
- Commission two new gas-fired generation units, L10 and L11, at Lamma Power Station by 2020 and 2022 respectively.
- Reduce CO₂e per electricity unit sold to not higher than 0.67 kg/kWh in 2022 from 0.93 kg/kWh in 2005 (just before natural gas was introduced at Lamma Power Station).
- Reduce total electricity consumption of seven main buildings at Lamma Power Station by 10% in 2025 as compared to the baseline figure in 2013.

Health & Safety

- Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2017 as compared to the average over the past three years.
- Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2017 as compared to the average over the past three years.
- Obtain at least three Excellent Class Indoor Air Quality Certificates in 2017.
- Organise a series of health talks and interest classes for employees in 2017.

Partners & Community

- Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2017.
- Launch a promotion programme on electronic billing and autopay in 2017 to encourage more customers to switch to electronic services.
- Further expand the Plant Ownership Programme at Lamma Power Station by adding three new projects in 2017 to enhance plant reliability and availability, and to facilitate development of young engineers.
- Develop a fraud risk assessment framework and facilitate divisions/departments to perform fraud risk assessments in 2017 to identify assets or areas that are prone to fraud risks and enhance staff awareness of fraud risks.
- Soft launch the Smart Power Gallery in 2017 to educate general public on the smart use of electricity through interactive illustration models and to provide an additional channel for public education and engagement on energy saving.
- Engage more than 85,000 participants under the Smart Power Campaign in 2017.
- Organise more than 200 corporate visits for various stakeholders in 2017.
- Enhance the necessary electricity infrastructure for MTR lines in 2017 to support the economic and social developments of the community.

