

Key Performance and Targets

Targets Set for 2017

Environment	Status
Collect and reuse at least 100,000 m ³ of plant effluent and rain water at Lamma Power Station in 2017.	Achieved
Plant diverse species of native trees or shrubs at Lamma Power Station in 2017 to support biodiversity.	Achieved
Complete the erection of three new EV quick charging stations and upgrading of remaining four standard charging stations in 2017.	Achieved
Reduce vehicle fleet's fuel usage in 2017 as compared to 2016.	Achieved
Increase EV mileage in 2017 as compared to 2016.	Achieved
Conduct at least 50 energy audits for non-residential customers in 2017 to help them identify energy saving opportunities.	Achieved
Obtain at least one Wastewise Certificate and one Energywise Certificate under the Hong Kong Green Organisation Certification Scheme in 2017.	Achieved
Commission two new gas-fired generating units, L10 and L11, at Lamma Power Station by 2020 and 2022 respectively.	In progress
Reduce CO ₂ e 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).	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	Status
Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2017 as compared to the average over the previous three years.	Achieved
Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2017 as compared to the average over the previous three years.	Achieved
Obtain at least three Excellent Class Indoor Air Quality (IAQ) Certificates under the Government's IAQ Certification Scheme in 2017.	Achieved
Organise a series of health talks and interest classes for employees in 2017.	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 2017.	Achieved
Launch a promotion programme on electronic billing and autopay in 2017 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 2017 to enhance plant reliability and availability, and to facilitate development of young engineers.	Achieved
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 employee awareness of fraud risks.	Deferred ^[1]
Soft launch the Smart Power Gallery in 2017 to educate general public on the smart use of electricity.	Deferred ^[2]
Engage more than 85,000 participants in the Smart Power Campaign in 2017.	Achieved
Organise more than 200 corporate visits for various stakeholders in 2017.	Achieved
Enhance the necessary electricity infrastructure for MTR lines in 2017 to support economic and social development of local communities.	Achieved

Notes:

[1] Preliminary planning of the assessment was carried out in 2017. The assessment is expected to be conducted in 2018/2019 due to an expansion of scope.

[2] Enhancement work will be arranged for the Smart Power Gallery to cater for the energy service schemes under the new SCA concluded in April 2017. The target launching date has been revised to 2019.

Awards and Recognition

It is encouraging that our on-going sustainability efforts have been widely recognised with various awards obtained 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 in 2017, please refer to our Annual Report.



HKRMA Mystery Shopper Programme – Service Retailers of the Year in Retail (Services) Category, and Service Retailers of the Year – Bronze Award.



BOCHK Corporate Environmental Leadership Awards 2016 – Manufacturing Sector – Bronze Award.



The 16th Hong Kong Occupational Safety & Health Award – Five Gold Awards, one Silver Award, two Bronze Awards and a Safety Performance Award.



Outstanding Registered Electrical Worker Awards Scheme 2017 – Gold and Silver Prizes (Individual Category), and Bronze Prize (Team Category).



Good MPF Employer Award.

Summary of Statistics



Environment

2017

2016

2015

Fuel Consumed (TJ) ^[1]

Gas	30,914	31,983	32,045
Coal & oil ^[2]	79,258	80,012	79,805

Licence Compliance

Percentage of Compliance (%)	100	100	100
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Air Emissions

SO ₂ (kT) ^[1]	2.21	2.75	2.97
NO _x (kT) ^[1]	8.14	8.68	8.69
RSP (kT) ^[1]	0.20	0.21	0.18
CO ₂ (million T) ^[1]	8.36	8.50	8.44
CO ₂ e (million T) ^[3]	8.41	8.54	8.47
CO ₂ e per electricity unit sold (kg/kWh) ^[3]	0.79	0.79	0.78

Material Non-Hazardous Wastes (kT) ^[1, 4]

Ash produced	229	237	211
Ash collected for industrial uses	235	238	208
Gypsum produced/collected for industrial uses	61	66	64

Material Hazardous Wastes ^[5]

Waste oil collected for recycle (litre)	18,400	42,600	118,100
Waste oil collected for disposal (litre)	79,160	38,000	8,440
Other material hazardous wastes measured by volume in trip tickets for recycle (litre)	0	–	–
Other material hazardous wastes measured by volume in trip tickets for disposal (litre)	11,240	–	–
Other material hazardous wastes measured by weight in trip tickets for recycle (kg)	22,212	–	–
Other material hazardous wastes measured by weight in trip tickets for disposal (kg)	25,853	–	–

Water Consumption/Discharge ^[1]

Marine water withdrawal & discharge (million m ³)	1,926	2,160	2,023
Town water consumption (thousand m ³) ^[6]	2,375	2,397	2,257
Wastewater discharge (thousand m ³)	160	138	185

Noise Abatement Notice

Number of notices received	0	0	0
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Certificate Accreditation

Number of ISO 14001 certificates	3	3	3
Number of ISO 50001 certificates	1	1	1





Operations

2017

2016

2015

Customer Service

Number of customers (thousands)	577	575	572
Average rating of customer satisfaction level (maximum mark for each index is 5.0)	4.6	4.5	4.6
Number of pledged service standards	18	18	18
Percentage achieved (%)	100	100	100

Installed Capacity (MW)^[1]

Gas	680	680	680
Coal & oil ^[2]	2,805	3,055	3,055
Renewable energy	1.8	1.8	1.8

Performance

Electricity sold (millions of kWh)	10,615	10,792	10,879
Plant availability (%)	87.1	85.6	85.5
Thermal efficiency (%)	35.9	35.9	36.2
Transmission and distribution losses (%)	3.3	3.3	3.4

Electricity Supply Reliability

Supply reliability rating (%)	>99.999 (99.9999)	>99.999	>99.999
Unplanned customer minutes lost (minutes)	0.5	0.7	0.6

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

2017

2016

2015

Number of fatalities	0	0	0
Number of lost time injuries	3	4	5
Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.16	0.20	0.25
Number of days lost/charged (no. of employee-days)	168	35	362
Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)	8.77	1.75	18.20
Longest period without a lost time injury (no. of days)	150	117	201
Number of reported traffic accidents (no. of cases)	9	11	12
Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)	4.8	5.7	6.3
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 Revised 1996 IPCC Guidelines for National Greenhouse Gas Inventories, taking into account greenhouse gas emissions generated from the processes of power generation, transmission and distribution.

[4] HK Electric's material non-hazardous wastes are ash and gypsum.

[5] 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.

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

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

Looking Ahead

We understand that, as a power utility in Hong Kong, we have a crucial role to play in supporting the city's economic and social developments. As a responsible business, we have a duty of care towards the environment, communities, our employees and other stakeholders. To realise these commitments, we regularly review our performance to date and set specific goals for the future. Outlined below are the targets we set in the areas of Environment, Health and Safety, and Partners and Community for 2018 and beyond.

Environment

- > Collect and reuse at least 100,000 m³ of plant effluent and rain water at Lamma Power Station in 2018.
- > Plant diverse species of native trees or shrubs at Lamma Power Station in 2018 to support biodiversity.
- > Reduce food waste at the canteen of Lamma Power Station by 2% in 2018 as compared to 2017.
- > Reduce vehicle fleet's fuel usage in 2018 as compared to 2017.
- > Increase EV mileage in 2018 as compared to 2017.
- > Conduct at least 50 energy audits for non-residential customers in 2018 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 2018.
- > Commission two new gas-fired generating 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 2018 as compared to the average over the previous three years.
- > Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2018 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 2018.
- > Organise a series of health talks and interest classes for employees in 2018.

Partners & Community

- > Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2018.
- > Launch a promotion programme on electronic billing and autopay in 2018 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 2018 to enhance plant reliability and availability, and to facilitate development of young engineers.
- > Organise more than 210 corporate visits for various stakeholders in 2018.
- > Extend care to more than 2,100 elders under our "CAREnJOY for the Elderly" programme in 2018.
- > Enhance the necessary electricity infrastructure for MTR lines in 2018 to support economic and social development of local communities.
- > Develop a fraud risk assessment framework and facilitate divisions/departments to perform fraud risk assessments in 2018/2019 to identify assets or areas that are prone to fraud risks and enhance employee awareness of fraud risks.
- > Soft launch the Smart Power Gallery in 2019 to educate the general public on the smart use of electricity.

