

12 September 2014

中華電力有限公司  
CLP Power Hong Kong Limited

### **The Voltage Dip Incident in Shatin**

Regarding the voltage dip incident which occurred in Shatin last night, CLP Power Hong Kong Limited (CLP Power) would like to provide the following information:

CLP's power system had experienced a short voltage dip at 9:09 pm last night which lasted for about 0.1 seconds, during which power supply from CLP Power was not interrupted. The voltage dip was caused by a fault on a 132kV overhead line circuit in the Shatin area. CLP's engineers had carried out an inspection patrol along the transmission overhead line route this morning and confirmed that the transmission circuit was in normal condition. However, traces of small burnt marks were found on a circuit pole in an overgrown area at Heung Fan Liu. We believe momentary tree contact of the bare overhead line conductor might have caused a transient fault that led to the voltage dip.

CLP Power supplies power to an extensive area through a transmission network, of which over 30% are overhead lines. These overhead lines are exposed and susceptible to the influence of adverse weather such as typhoons, lightning storms, or third party interferences including flying objects, trees and wild lives, all of which may give rise to voltage dip in the power system. However, it should be noted that a voltage dip is not the same as a power supply interruption. Some customers may have observed light flickering or dimming during a period of voltage dip. Furthermore, some electrical installations sensitive to voltage fluctuation such as lifts may trip as a result of the activation of the equipment's protection mechanism. Some individual buildings may experience power outage resulting from overload tripping of their main switches upon simultaneous restarting of air conditioners that have stalled during the voltage dip. When normal voltage resumes, the restarting current of the air conditioners may rise to 3 to 7 times of the normal level. This may cause the overcurrent protection of the buildings' switchboards to operate leading to disconnection of electricity supply.

If the public find that their flat has lost power, they are advised to switch off all electrical appliances and inform their property management offices or to contact CLP Power at 2728 8333 or 2678 2678 for our follow up. If the building's main switch has tripped, power supply can be restored by a qualified electrician by first switching off the subsidiary switches before switching on the switches again in sequence.

CLP Power has strived to provide the best services to our customers. Our staff regularly patrols overhead lines for possible impacts from vegetation overgrowth, and has been carrying out ongoing studies for improvement on the quality of our power supply. CLP Power is also willing to engage and share with industry practitioners engineering solutions for mitigating the impact of voltage dip such as ride-through devices. CLP Power has always attached great importance to maintaining good communication with our customers, and will seek to enhance the liaison with the property management offices during power incidents.

**About CLP Power Hong Kong Limited**

CLP Power Hong Kong Limited (CLP Power) is a Hong Kong utility subsidiary wholly owned by CLP Holdings Limited, a company listed on the Hong Kong Stock Exchange and one of the largest investor-owned power businesses in Asia. CLP Power operates a vertically integrated electricity supply business in Hong Kong, and provides a highly reliable supply of electricity and excellent customer service to 5.8 million people.

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