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

### **Remarks by CLP Power Managing Director Joseph Law (English Translation)**

CLP Power fully appreciates the importance of a stable power supply to maintaining smooth society operations and promoting economic development. Safeguarding a world-class reliable power service is the cornerstone of our business. CLP Power's power supply reliability has been maintained at a world-class level of 99.999% as compared to other international metropolises.

My colleagues and I take the recent power incidents very seriously. We understand that any incident, large or small, causes inconvenience to our customers. We will continue to endeavour to further improve the reliability of our power supply.

We will proactively implement enhancement measures in three areas in the short to medium term. Firstly, we aim to reduce the occurrence of voltage dips and power interruptions by installing more lightning arresters on high voltage transmission towers and more anti-flooding facilities in substations. We will also introduce a smart management system (Grid-V) to monitor the conditions of our power supply system in real time and around the clock. We will strengthen the patrol of third-party construction sites and bring forward the replacement of critical power supply equipment where necessary.

Secondly, in the event of incidents, we aim to speed up repair work to minimise the impact on customers. In addition to increasing the manpower for emergency maintenance and the number of high-capacity mobile generators, we will strengthen coordination with relevant Government departments to speed up the handling of incidents, thereby shortening the time required for supply restoration with a view to reducing inconvenience to customers.

Thirdly, customers' equipment is equally important. We will provide support to customers, including offering professional advice to assist them in taking appropriate mitigation measures to shorten supply restoration time and enabling their power facilities to mitigate voltage dips more effectively.

In addition, we will cooperate with relevant electrical industry organisations to provide emergency contact information of registered electrical workers to property

management companies. We have also co-organised seminars with the Property Management Services Authority to share mitigation measures for voltage dips and information on handling power incidents with industry practitioners to strengthen their incident handling capability.

In conclusion, we will accelerate the implementation of the above measures to further enhance the reliability of power supply and will fully cooperate with the Government in conducting a comprehensive review of the management of our power system, including asset management and maintenance regime. We would like to express appreciation again to relevant Government departments and community leaders, including Home Affairs Department, District Councils and Care Teams, for their assistance and support, and to residents and customers for their understanding.

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