

6 November 2024

CLP Power and Creative Property Stage an On-site Emergency Supply Restoration Drill to Sharpen Responses to Power Incidents

CLP Power Hong Kong Limited (CLP Power) and Creative Property Services Consultants Limited (Creative Property) – a subsidiary of China Merchants Group’s property management service provider – recently conducted an on-site emergency supply restoration drill. The drill was held to strengthen communication and coordination between CLP Power and Creative Property and to enhance the property management team’s emergency response capabilities.

Creative Property manages more than 120,000 public housing properties, Home Ownership Scheme flats, and private residential units in CLP Power’s supply area. The two companies recently signed a Memorandum of Understanding (MoU) to deepen collaboration in four areas: enhancing the resilience of the property management team in coping with extreme weather conditions, assisting estates in energy saving and carbon reduction, promoting digitalisation, and providing community support. The MoU aims to alleviate the impact of climate change and encourage residents to adopt a low-carbon lifestyle.

The emergency supply restoration drill at Yung Shing Court in Fanling was held to deepen the property management team’s understanding of the procedures for handling power incidents and to strengthen the communication, co-ordination and responsiveness between CLP Power and Creative Property. Over 30 staff were mobilised to simulate two scenarios – a power outage and a voltage dip. The drill began with a simulation of an equipment failure at the customer substation in the estate, affecting the power supply to around 800 customers in one of the buildings. Upon receiving a report from the estate’s property management office, CLP Power immediately dispatched the Emergency Services Team to the site to investigate the situation. After an on-site assessment by the engineering team, CLP Power arranged for a mobile generator to provide temporary power to minimise the impact on residents.

As part of this drill, CLP Power's Community Support Team set up a mobile charging facility for affected residents. Lamps were supplied to provide emergency lighting in the lobby and corridors of the building. CLP Power's account manager liaised closely with the estate's property management staff to enhance the efficiency of information dissemination, ensuring that residents were timely informed of the information of supply restoration.

This drill also simulated a voltage dip during which the power supply to the estate was not interrupted. However, some electrical equipment that was sensitive to voltage variations tripped and ceased to operate. When the voltage returns to normal in such incidents, electrical devices suddenly restart at the same time and their current can be three to seven times higher than normal, potentially tripping the main switch of the building and causing a power outage. CLP Power sent technical staff to the estate to investigate and advise the property management team to contact a registered electrical worker to reset the main switch of the building and restore power.

Creative Property Area Manager Mr Derek Liu, who participated in the drill, said, "This joint emergency supply restoration drill with CLP Power allowed our property management team to experience first-hand a simulation of sudden power incidents on the estate. It helped us gain a deeper understanding of the procedures for handling power incidents in different scenarios, while also improving the team's mobility and responsiveness to ensure we are prepared for any emergency."

Mr Liu added, "Our team regularly inspects and maintains the electrical installations in our buildings and assists owners' corporations in replacing aging electrical equipment in older estates to continuously improve the efficiency of the equipment and the power quality in our estates."

CLP Power Principal Manager for Corporate and Commercial Sales of Customer Success and Experience Ir Simon Tsui, who also took part in the drill, explained, "This on-site emergency supply restoration drill gave our account managers and engineering team the opportunity to demonstrate their power expertise and provide technical advice and support to the property management team of Creative Property based on the actual circumstances on the estate. This further enhances communication and coordination between the two parties, helping to accelerate the handling of emergencies and shorten the supply restoration time in the future. We also hold regular sharing sessions and have so far provided advice and support to the property management companies of over 250 housing estates on how to deal with voltage dips or power incidents, improving the efficiency and resilience of the industry's emergency response."

About CLP Power Hong Kong Limited

CLP Power Hong Kong Limited (CLP Power) is the 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 services to more than six million people in its supply area.

Photo Captions:

Photos 1 and 2



CLP Power and Creative Property jointly conduct an on-site emergency supply restoration drill, further enhancing communication and collaboration between the two companies and helping to shorten the time it takes to carry out emergency repairs and restore electricity.

Photo 3



CLP Power dispatched the Emergency Services Team to the site during the drill to conduct an inspection after receiving a report from the property management team.

Photos 4, 5, 6 and 7



A power incident was simulated during the drill. CLP Power sent technical staff to the site to restore power and arranged for a mobile generator to provide a temporary power supply.

Photo 8



The drill also simulated the tripping of the building's main switch, resulting in a power outage. The property management staff contacted a registered electrical worker to reset the main switch of the building and restore the power supply.

Photos 9 and 10



CLP Power's Community Support Team coordinates with property management staff to set up a mobile charging facility for affected residents.

Photos 11 and 12



CLP Power's Community Support Team supplies emergency lighting in the lobby and corridors of the building affected by the power incident.

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