

21 September 2025

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

## CLP Power Makes Full Preparation for Super Typhoon Ragasa

As Super Typhoon Ragasa continues to intensify and edge closer to Hong Kong, CLP Power Hong Kong Limited (CLP Power) is closely monitoring the potential impact of the typhoon on its power supply system and has implemented a series of measures to ensure reliable power supply.

While CLP Power is committed to maintaining the safe operation of its power supply system, extreme weather conditions may result in voltage dips or unstable power supply, which may cause inconvenience to customers. To mitigate such risks, CLP Power's engineering staff have undertaken comprehensive preparations to safeguard power facilities, including inspecting power stations, System Control Centre, substations, overhead lines and backup facilities to ensure their operational readiness and stability. Meanwhile, flood protection measures have been implemented at switchgear rooms and pump rooms at power stations and substations located in areas prone to flooding. In addition, vegetation management has been carried out to prune trees that may interfere with overhead lines.

CLP Power will deploy additional staff and mobilise teams to stand by at power stations and transmission substations during the typhoon. Our System Control Centre will closely monitor grid operations around the clock and maintain close coordination with the command centres to respond promptly to any emergencies. Additional support personnel will also be dispatched promptly to restore power to affected customers under safe conditions, and to assist with emergency response and post-typhoon repair work.

For customer support, CLP Power's 24-hour emergency hotline service will be strengthened during the typhoon to ensure rapid response to customer needs. CLP Power will also maintain close communication with relevant Government departments, community stakeholders, property management companies and key customers to facilitate timely response and coordination of supply restoration during typhoon or power incidents.

To assist the public in responding to emergency situations, CLP Power's Customer Team and Community Support Team have reached out to major commercial and industrial customers, District Offices, District Care Teams and Rural Committees within its supply area. Customers are reminded to conduct inspections of customer-side electrical installations to reduce the risk of power incidents. Where necessary, high-capacity mobile power banks and rechargeable lights will be provided for timely assistance.

Members of the public who witness overhead lines or poles falling during typhoon, or are affected by power interruptions, should call CLP Power's 24-hour emergency service hotline at 2728 8333 or submit an [online form](#). People should stay away from any damaged poles or overhead lines as they may be connected to electricity supply.

Customers who rely on electricity for life-support equipment are advised to contact their nearest hospital or call 999 for emergency assistance during power interruptions to receive appropriate support.

#### **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.

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