

17 September 2018

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

## Power Restoration Arrangements after Super Typhoon Mangkhut

Following the departure of Severe Typhoon Mangkhut last evening (16 September), CLP Power's emergency service teams immediately kick-started the repair and power restoration works for customers. As of 3pm today, power supply to about 13,500 customers, mainly covering New Territories North, Yuen Long and Sai Kung, has yet to resume. According to emergency service teams, many of the affected customers are located in the remote areas in the New Territories where roads are blocked by fallen trees and debris, making access to these sites and restoration works extremely difficult.

To expedite the restoration works, full workforce of the emergency service teams and customer services agents have been arranged to report duty. Additional manpower are deployed to support the Customer Services Hotline and emergency service teams to carry out restoration works and handle customers' enquiries. Restoration works are being conducted round-the-clock. While Government departments are focusing their effort to clear fallen trees and debris on main roads, emergency service teams and additional workers also helped clear debris on branch roads leading to customers in remote areas in order to speed up the restoration works. We sincerely apologise to customers who are unable to get through the Customer Services Hotline or experience a long waiting time as the hotline is currently very busy handling a large number of enquiries from customers.

Under safe circumstances, CLP Power emergency service teams will work relentlessly to restore power for customers. However, as to situations where damage is severe and access roads are blocked that require the assistance of other parties which will lead to longer restoration time, we appreciate very much for the understanding and patience of our customers.

CLP Power has already communicated with the relevant community partners including members of CLP's Local Customer Advisory Committee, Rural Committees, District Councils and Village Representatives on the situation and will keep them abreast of the latest development.



**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 6 million people in its supply area.

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