



Tariff Review

2012

電費檢討



電價調整

Tariff Adjustment

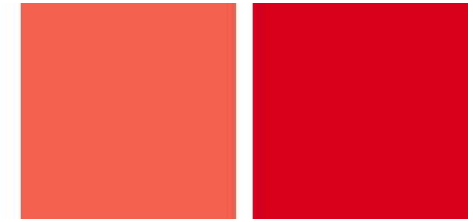
組成部份 Components	2011 仙/度 ¢/unit	2012 仙/度 ¢/unit	調整 Adjustment
基本電價 Basic Tariff	93.1¢	94.1¢	+1.0¢
燃料價格條款收費 Fuel Clause Charge	30.2¢	37.0¢	+6.8¢
淨電價 Net Tariff	123.3¢	131.1¢	+7.8¢ (+6.3%)



明年基本電價

Basic Tariff Next Year

年度 Year	基本電價 Basic Tariff		
	仙/度 ¢/unit	按年調整 Y-o-Y Adjustment	累積調整 Cumulative Adjustment
2008	116.9	-	<ul style="list-style-type: none"> • 比2008年 ↓19.5% vs 2008 ↓19.5% • 比2009年 ↓0.4¢ vs 2009 ↓0.4¢
2009	94.5	-19.2%	
2010	94.5	0%	
2011	93.1	-1.5%	
2012	94.1	+1.1%	



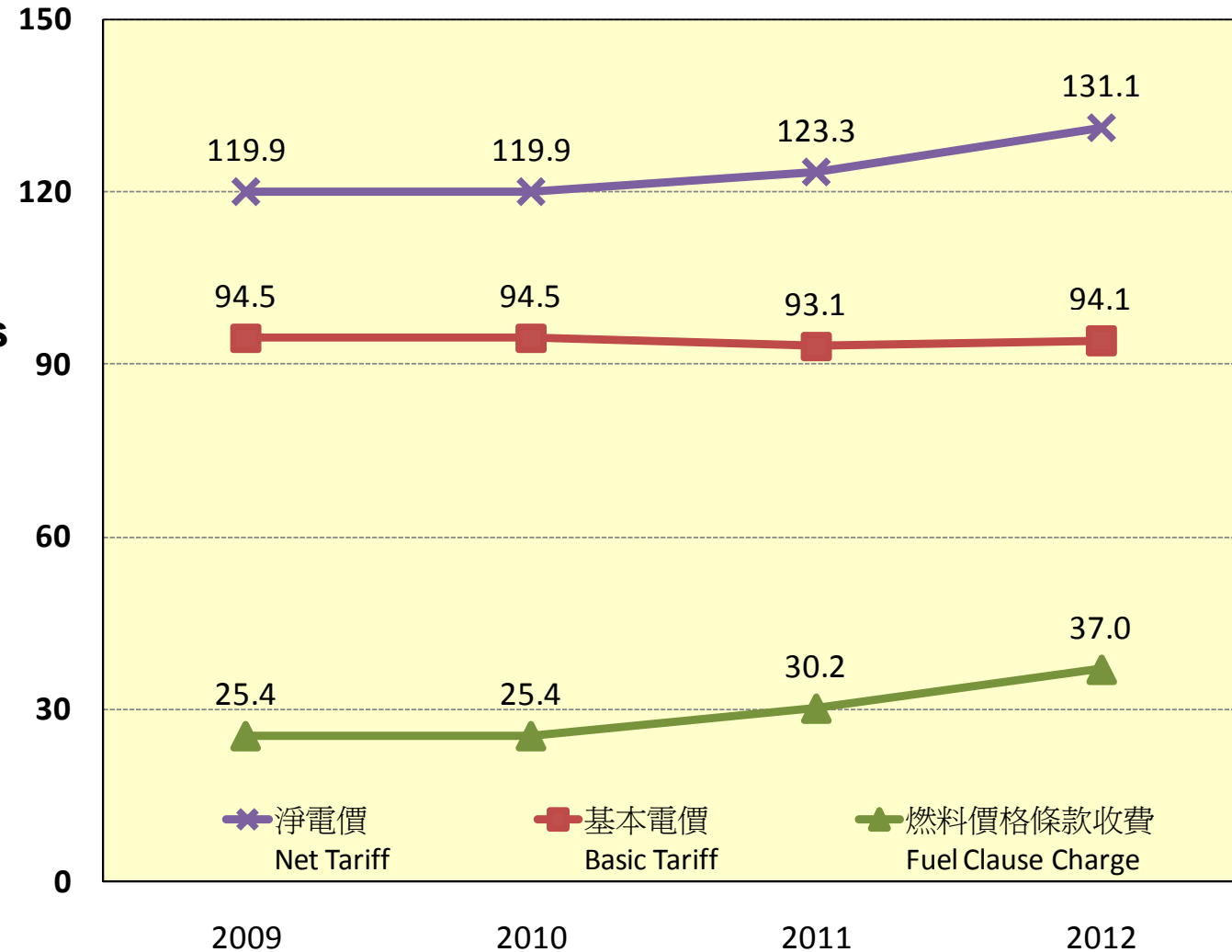
電價走勢

基本電價平穩。
淨電價上調因燃料
開支上升所致。

**Stable basic tariff.
Net tariff increases
due to high fuel
costs.**

Tariff Movement

仙/度 ¢ /unit



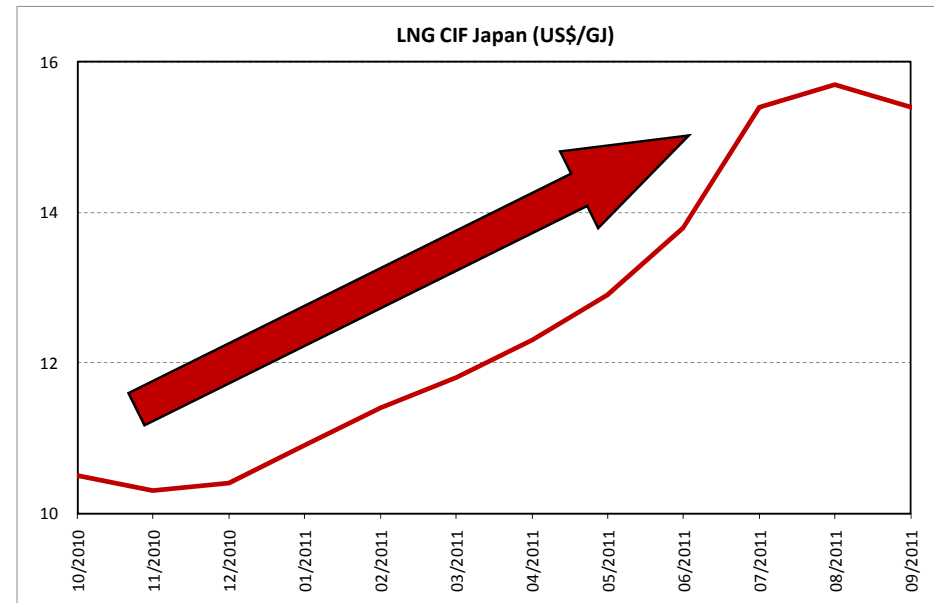
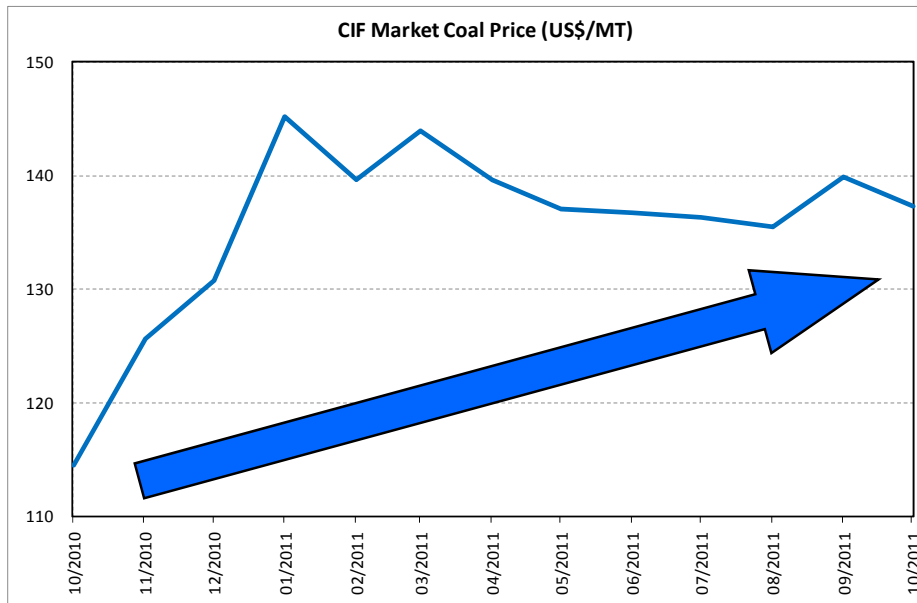


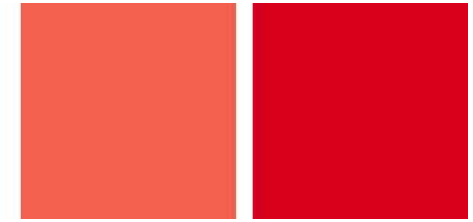
市場燃料價格持續上升

Rising Market Fuel Prices

煤價從2010年10月至今上升了20%
 2011年煤價持續高企
 Coal price has increased 20% since
 Oct 2010 & remains high throughout 2011

液化天然氣價從2010年10月至今
 上升了47%
 LNG price has increased 47%
 since Oct 2010

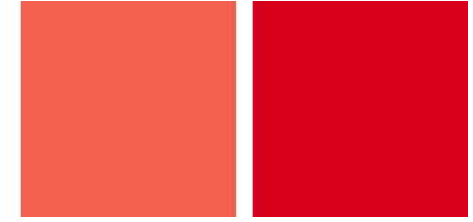




2012年燃料開支持續上升

Fuel Costs Continue Rising in 2012

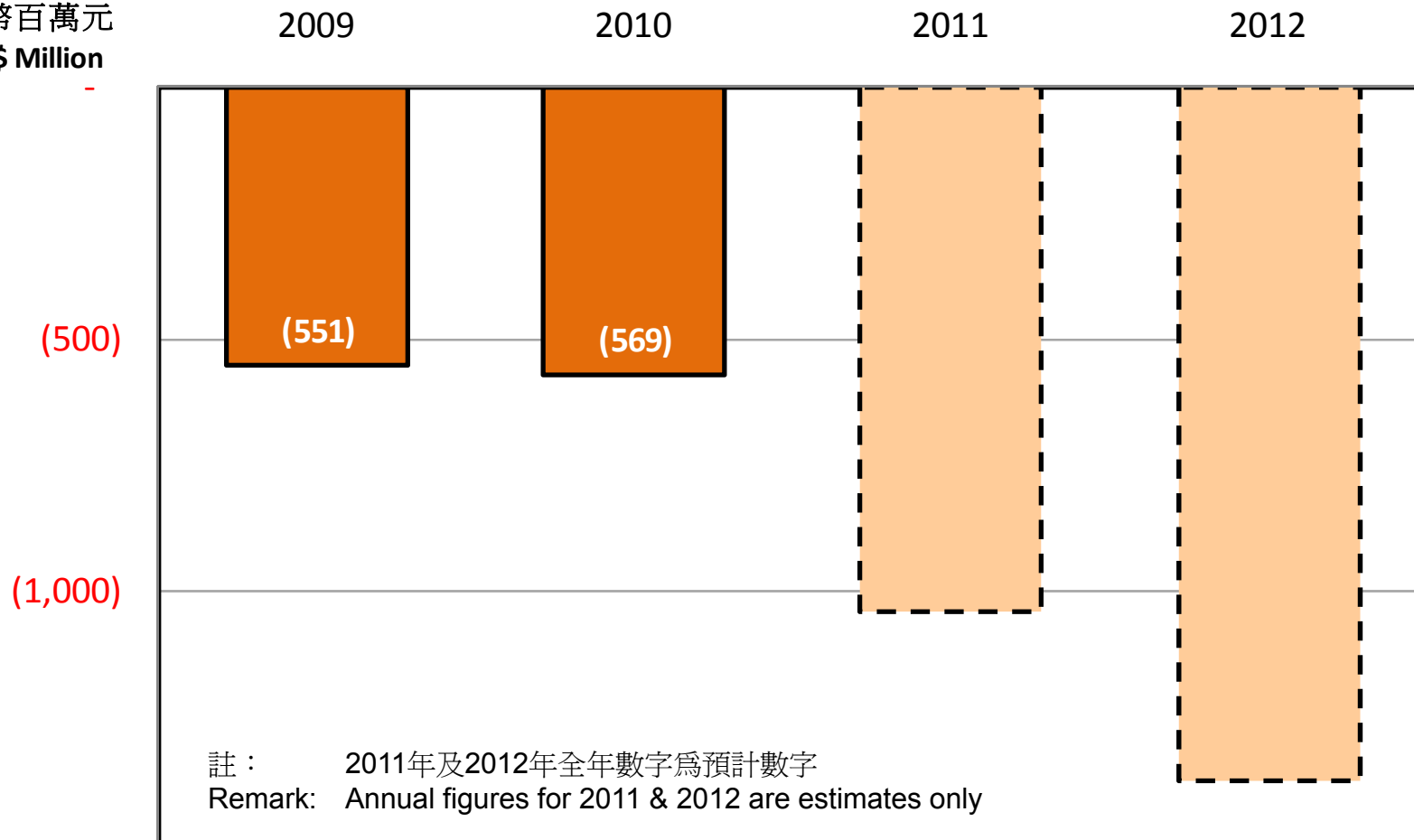
- 明年燃煤價格將有單位數字的增幅。
Coal prices next year expected to have a single-digit increase.
- 明年燃氣價格將有接近雙位數字的增幅。
LNG prices next year expected to have a close to double-digit increase.
- 明年燃料總開支將有雙位數字的增幅。
Total fuel cost next year expected to have a double-digit increase.

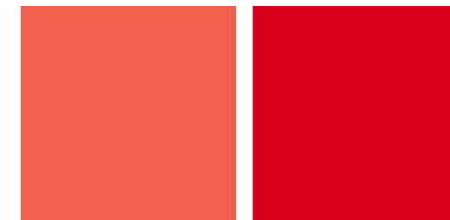


燃料價格調整條款帳

Fuel Clause Recovery Account

港幣百萬元
HK\$ Million





對客戶的影響

Effect on Customers

住宅客戶 Domestic Customers

非住宅客戶 Non-Domestic Customers

每月用電(度) Monthly Consumption (Units)	累積客戶 Cumulative Customers %	每月加幅 Monthly Increase HK\$
150	19%	< 6
300	47%	< 13
500	70%	< 25

每月用電(度) Monthly Consumption (Units)	累積客戶 Cumulative Customers %	每月加幅 Monthly Increase HK\$
200	27%	< 15
700	51%	< 53
1,700	70%	< 131



繼續電費優惠

Concessionary Tariff Continues for Those in Need

向下列有資格領取綜援用戶提供電費優惠

- 六十歲或以上長者（獨居或與同資格長者合住）
- 申請人或其家人現正領取傷殘津貼/援助
- 單親家庭
- 失業人士

- 每月首二百度享有四折優惠
- 豁免按金
- 不設最低收費

Concessionary tariff is available to the following customers who are eligible for public assistance

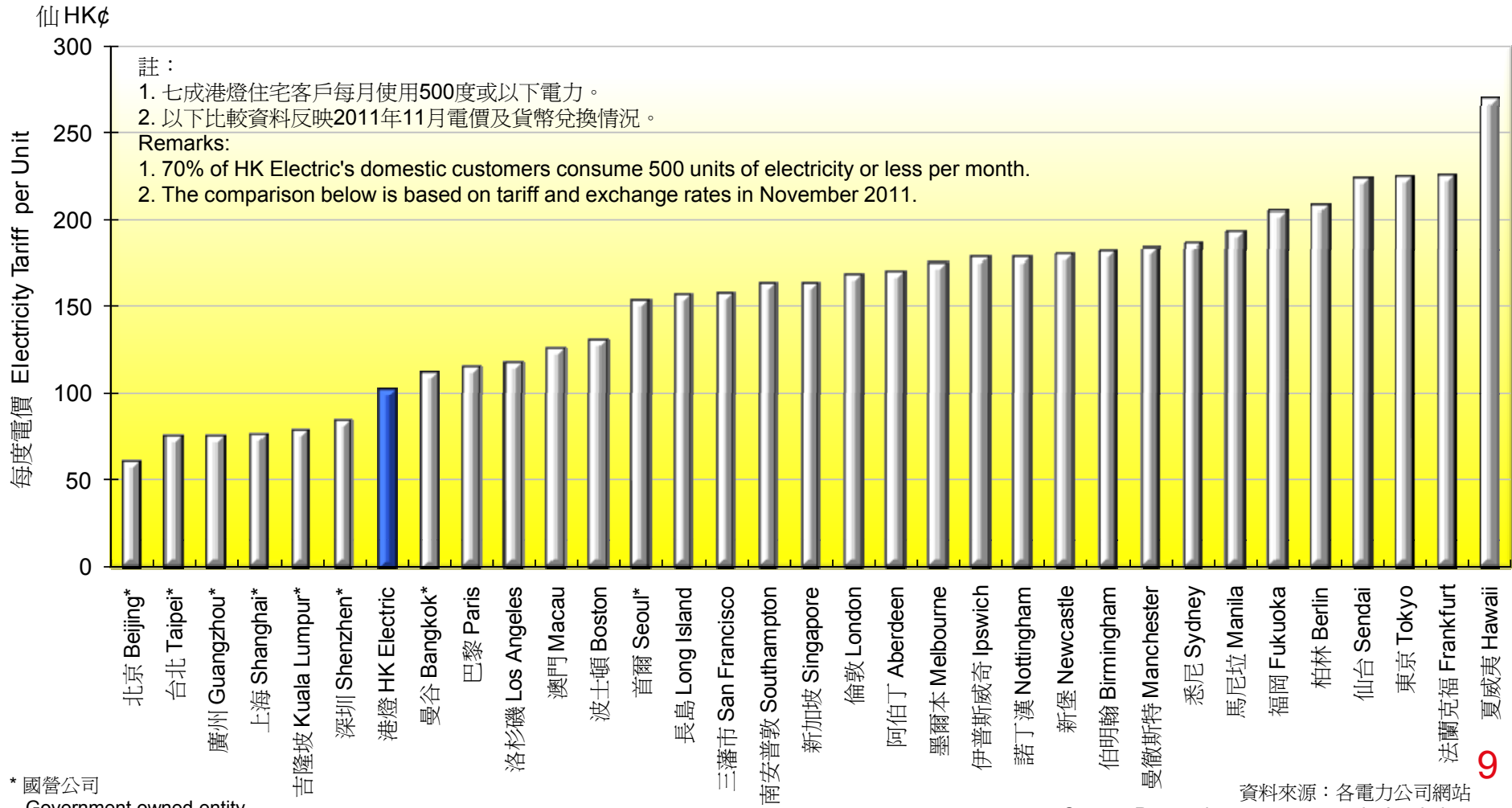
- Elderly of 60 or above (single or living with similar elderly)
- Applicant or family member receiving disability allowance
- Single-parent family
- Unemployed

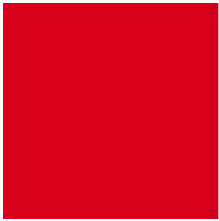
- 60% discount for first 200 units each month
- Deposit waived
- No minimum charge



住宅電價比較 (每月500度)

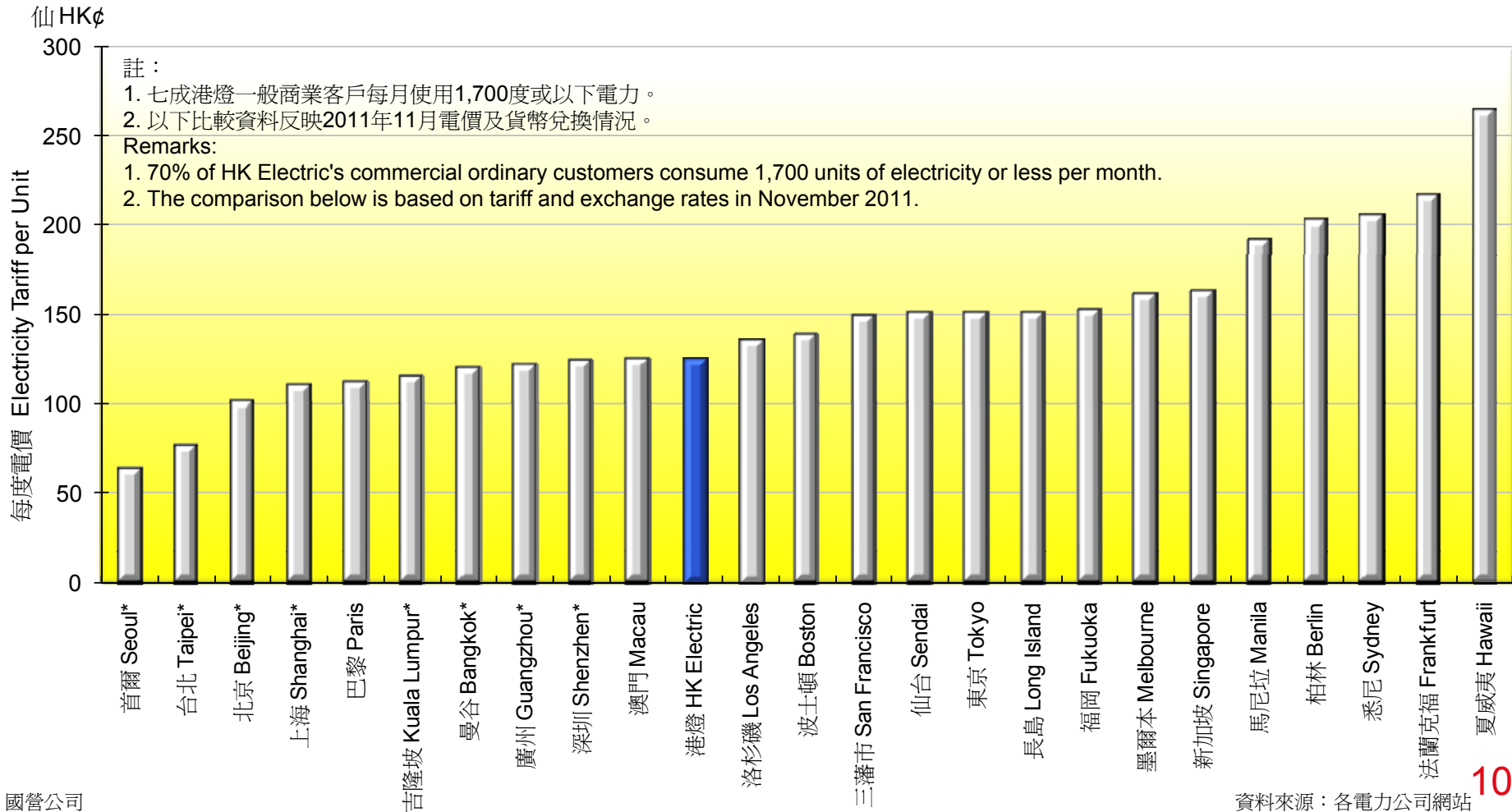
Domestic Tariff Comparison (500 units/month)





商業電價比較 (每月1,700度)

Commercial Tariff Comparison (1,700 units/month)



* 國營公司
Government owned entity

資料來源：各電力公司網站
Source: Respective power companies' websites



2011年海外電價增幅

Overseas Electricity Tariff Increases in 2011

國家/地區 Country/Region	公司 Utility	種類 Category	加幅 Increase	生效 Effective
澳洲 Australia / South Australia	AGL & others	小型非價格競爭客戶 Small non-contestable customers	12%	1/2011
澳洲 Australia / New South Wales	Energy-Australia & others	小型非價格競爭客戶 Small non-contestable customers	15.5%- 18.1%	7/2011
澳洲 Australia / Tasmania	Aurora Energy	小型非價格競爭客戶 Small non-contestable customers	11%	7/2011
美國 USA / Nebraska	Nebraska Public Power District	住宅 Domestic	11.4%	1/2011
英國 UK	British Gas	住宅 Domestic	16%	8/2011
英國 UK	E.ON	所有 All	11.4%	9/2011
英國 UK	Scottish & Southern Energy	所有 All	11%	9/2011
愛爾蘭 Ireland	ESB Electric Ireland	住宅 Domestic	12%	10/2011
新加坡 Singapore	SP Service	低壓客戶 Low-tension customers	12%	Cumulative from Q1 2011

資料來源：各電力公司網站

Source: Respective power companies' websites



優質服務

Quality Services

- 繼續提供世界級服務
- 達到十八個優質服務標準
- Continue to provide world class services
- Has achieved 18 quality Customer Services Standards

主要服務種類 Major Services Provided		2010年成績 Actual Results in 2010
電力供應 Electricity Supply	電力供應可靠程度 Reliability Rating of Electricity Supply	超過99.999% Better than 99.999%
電力接駁 Connection of Supply	檢查裝置滿意後 After Satisfactory Installation Inspection	即日內 Within the same day
客戶查詢 Customer Enquiries	由客戶服務代表接聽電話查詢平均等候時間 Average Waiting Time for Telephone Enquiry Services by Customer Services Representatives	8.9 秒 8.9 seconds
緊急召援 Emergency Services	回應市區內緊急召援之平均到達現場時間 Average Arrival Time at Scene in Urban Areas in Response to Emergency Calls	19 分鐘 19 minutes

* 預期2011年將成功達致或超越所有優質服務標準

* Expected to achieve or surpass all quality service standards in 2011



減排幅度 (2009 - 2011年) Emissions Reduction (2009 - 2011)

2011年減排幅度# (相對2009年)	二氧化硫 SO ₂	氮氧化物 NOx	可吸入 懸浮粒子 RSP	二氧化碳 CO ₂
2011 Emissions Reduction # (vs 2009)	-76%	-30%	-44%	-6%

預計數字
Estimated figures



謝謝

Thank You