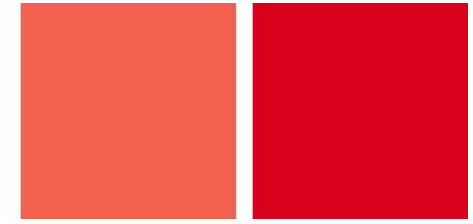




二零一三年電費檢討 2013 Tariff Review



電費調整

Tariff Adjustment

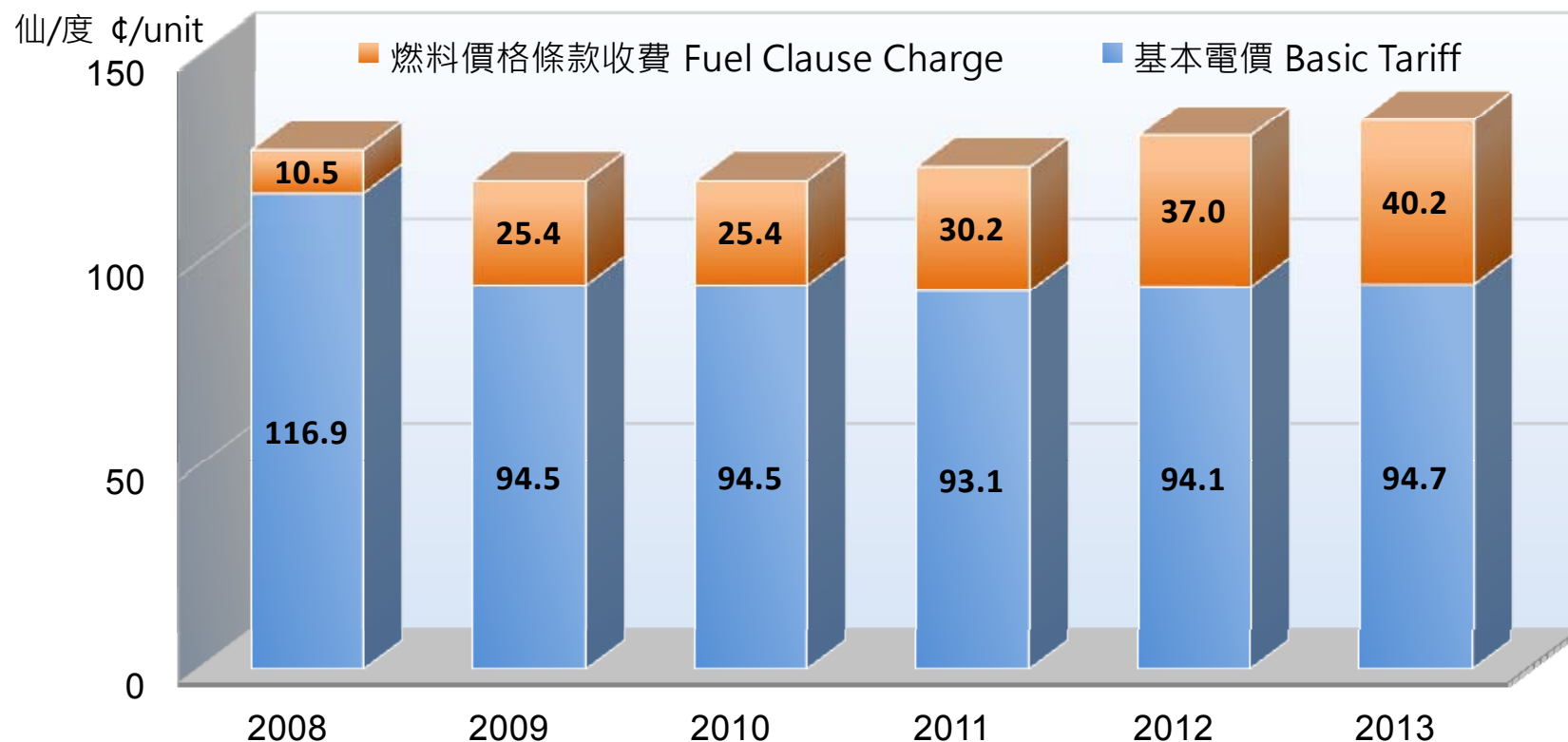
組成部分 Components	2012 仙/度 ¢/unit	2013 仙/度 ¢/unit	調整 Adjustment
基本電價 Basic Tariff	94.1	94.7	+0.6
燃料價格條款收費 Fuel Clause Charge	37.0	40.2	+3.2
淨電價 Net Tariff	131.1	134.9	+3.8 (+2.9%)



電價走勢

Tariff Movement

- 2009 – 2013年基本電價保持平穩
- 淨電價上調因燃料開支上升所致
- Stable basic tariffs in 2009 - 2013
- Net tariff increases due to high fuel costs





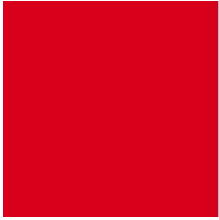
基本電價平穩

Basic Tariff Stable

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	-	<p>2009 – 2013 年基本電價保持平穩 但比2008年下降19%</p> <p>Basic Tariffs in 2009 – 2013 are stable but lower than 2008 by 19%</p>
2009	94.5	-19.2%	
2010	94.5	0.0%	
2011	93.1	-1.5%	
2012	94.1	+1.1%	
2013	94.7	+0.6%	

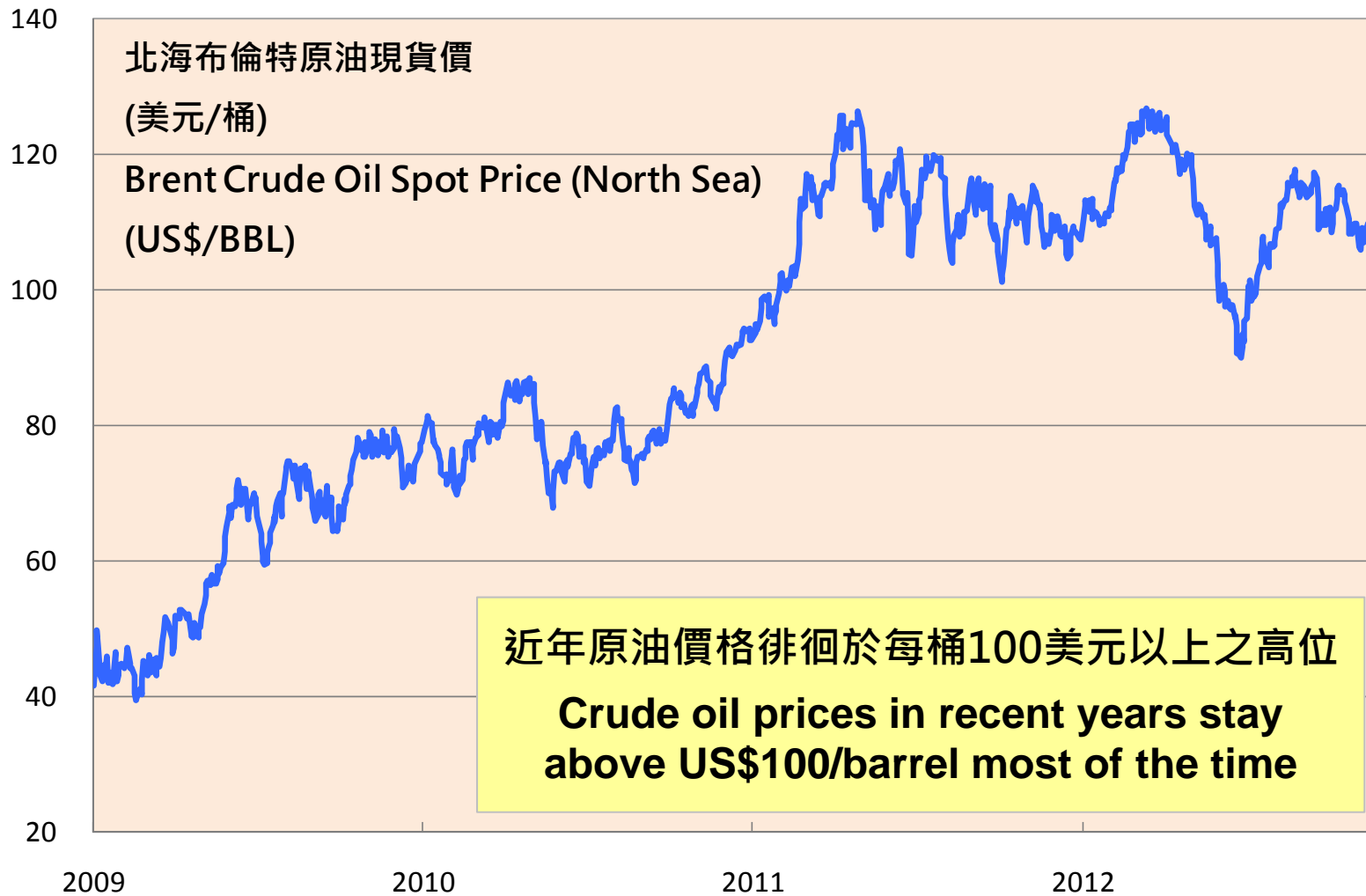
* 為相關年度電費檢討新聞稿公布的基本電價

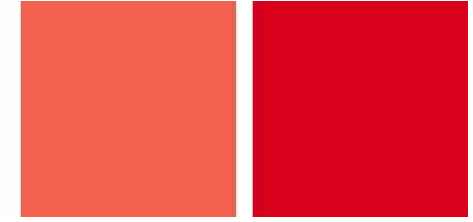
* Basic tariffs published in respective Tariff Review press releases



原油價格走勢

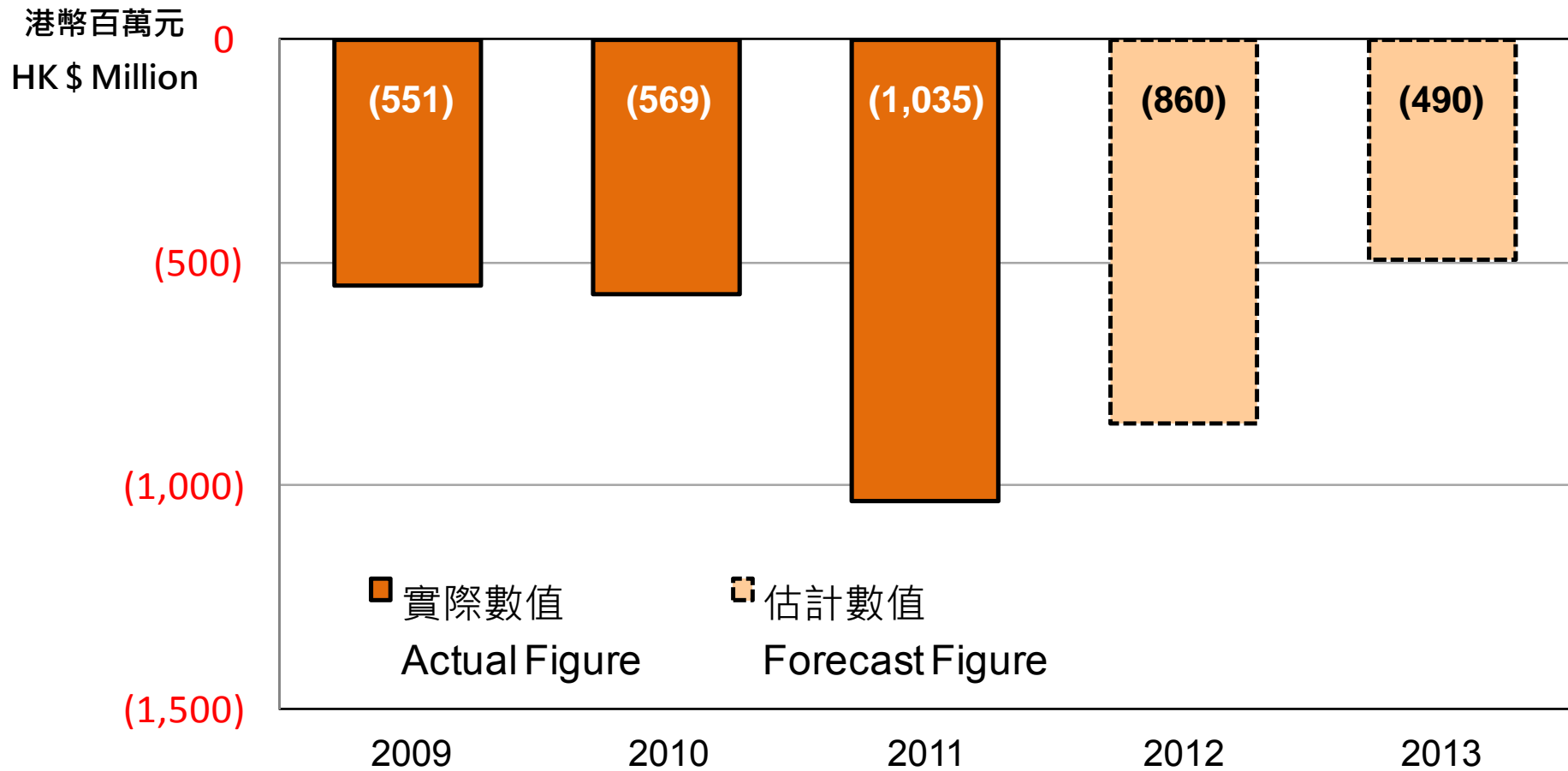
Oil Price Movement





燃料價格調整條款帳

Fuel Clause Recovery Account





優化住宅電價結構

Enhanced Domestic Tariff Structure

- 首150度淨電價維持不變
- 推出「最惜節能優惠」以：
 - ✓ 鼓勵節省用電
 - ✓ 減少低用電量家庭的用電開支
- 繼續為弱勢社群提供電費優惠
- Zero net tariff increase for the first 150 units
- Introduce “Super Saver Discount” to:
 - ✓ Provide incentive for customers to save energy
 - ✓ Reduce the electricity charges for low-consumption families
- Continue Concessionary Tariff for those in need

『最惜節能優惠』

住宅客戶於任何一個月
用電不超過100度，

該月電費可享九五折 優惠

“Super Saver Discount”

Domestic customers with consumption of
not more than 100 units
for any month will enjoy

5% discount on that monthly bill



繼續為弱勢社群提供電費優惠

Concessionary Tariff Continues for Those in Need

長者
Elderly

單親家庭
Single-parent
families

殘疾人士
Disabled

失業人士
Unemployed

每月首二百度
享有四折優惠

60% discount
for the first 200 units each month

豁免按金

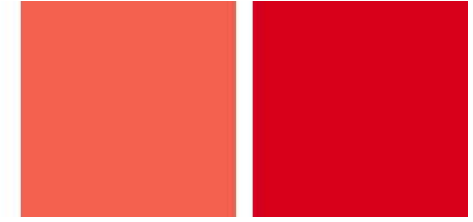
Deposit waived

不設最低收費

No minimum charge

任何用電不超過100度的月份，均可
享有「最惜節能優惠」

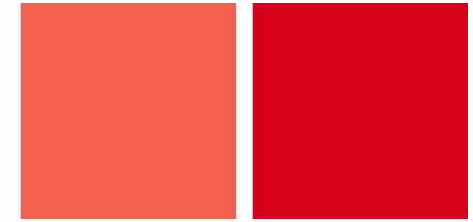
Eligible for “Super Saver Discount” for
any month with consumption not more
than 100 units



優化非住宅電價結構

Enhanced Non-domestic Tariff Structure

- 進一步優化累進制
- 電價級別從三級增至四級
- 首500度淨電價維持不變
- Further enhance progressive structure
- Increase from three tariff blocks to four
- Zero net tariff increase for the first 500 units



對客戶影響

Impact on Customers

住宅客戶 Domestic Customers

非住宅客戶 Non-domestic Customers

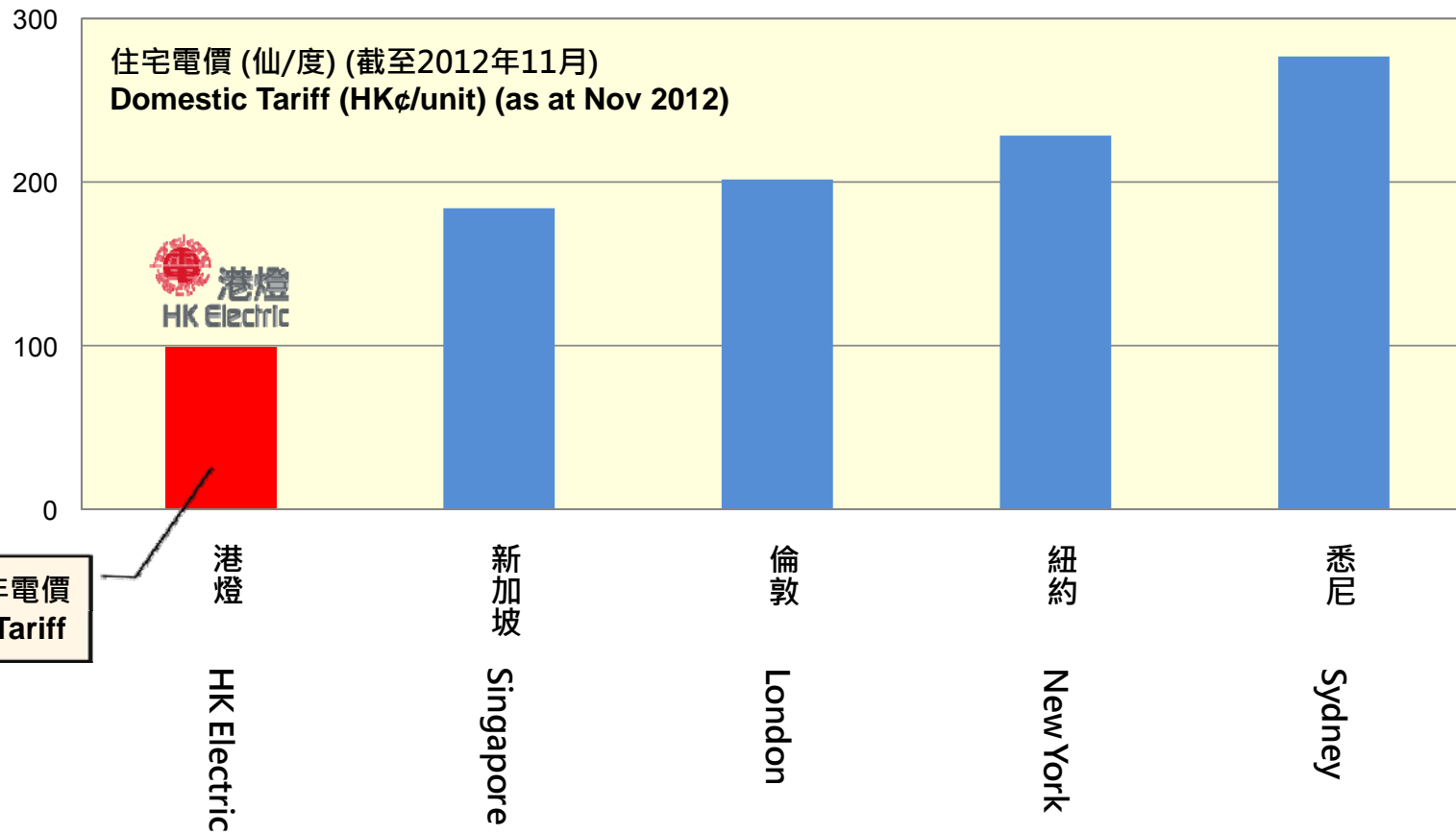
每月用電(度) Monthly Consumption (Units)	累積客戶 Cumulative Customers %	每月調整(元) Monthly Adjustment (HK\$)
100	10%	- 4.7*
150	18%	0
275	41%	+3.0
500	69%	+13.2

每月用電(度) Monthly Consumption (Units)	累積客戶 Cumulative Customers %	每月調整(元) Monthly Adjustment (HK\$)
500	44%	0
700	51%	+8.0
1,700	70%	+49.2

* 因為有九五折「最惜節能優惠」
After 5% "Super Saver Discount"



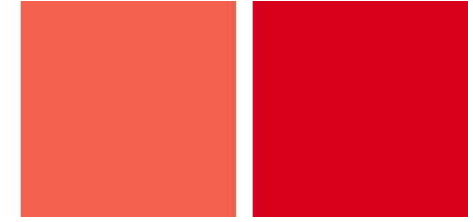
住宅電價較其他國際都市相宜 Domestic Tariff cheaper than Other Cities



2013年電價
2013 Tariff

註釋：比較按住宅用戶每年使用3,300度電計算；比較資料反映各城市在2012年11月的電價及匯率
資料來源：網上搜索

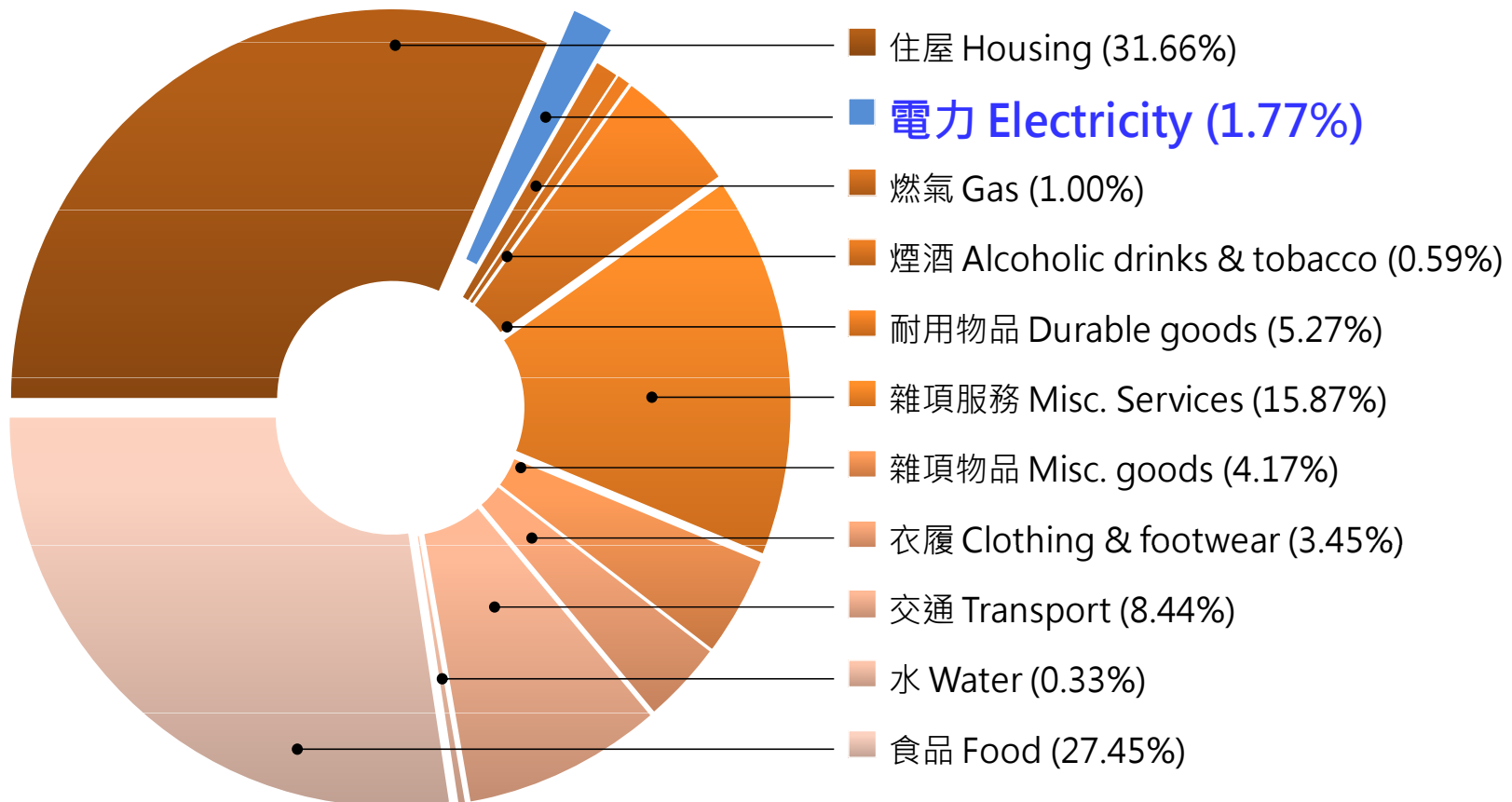
Remark: Comparison based on annual residential customer consumption of 3,300 units; Tariffs and exchange rates are as at Nov 2012
Source: Web search



可承擔電價

Affordable Tariff

綜合消費物價指數 開支權數
Composite CPI Expenditure Weights





海外電價增幅

Overseas Electricity Tariff Increases

國家/地區 Country/ Region	受影響客戶 Affected Customers	2012年 累積加幅 Cumulative % Increase in 2012
澳洲 Australia	所有 All	8.2 ~ 20.6%
英國 United Kingdom	住宅 Domestic	7.0 ~ 9.1%
台灣 Taiwan	所有 All	9% ~ 27% *
泰國 Thailand	住宅 Domestic	7 ~ 8%

* 為第一階段及第二階段合計加幅。第一階段已於2012年6月10日起實施；第二階段則由原訂的2012年12月10日延後至2013年10月1日實施。

資料來源：有關新聞及電力公司網站

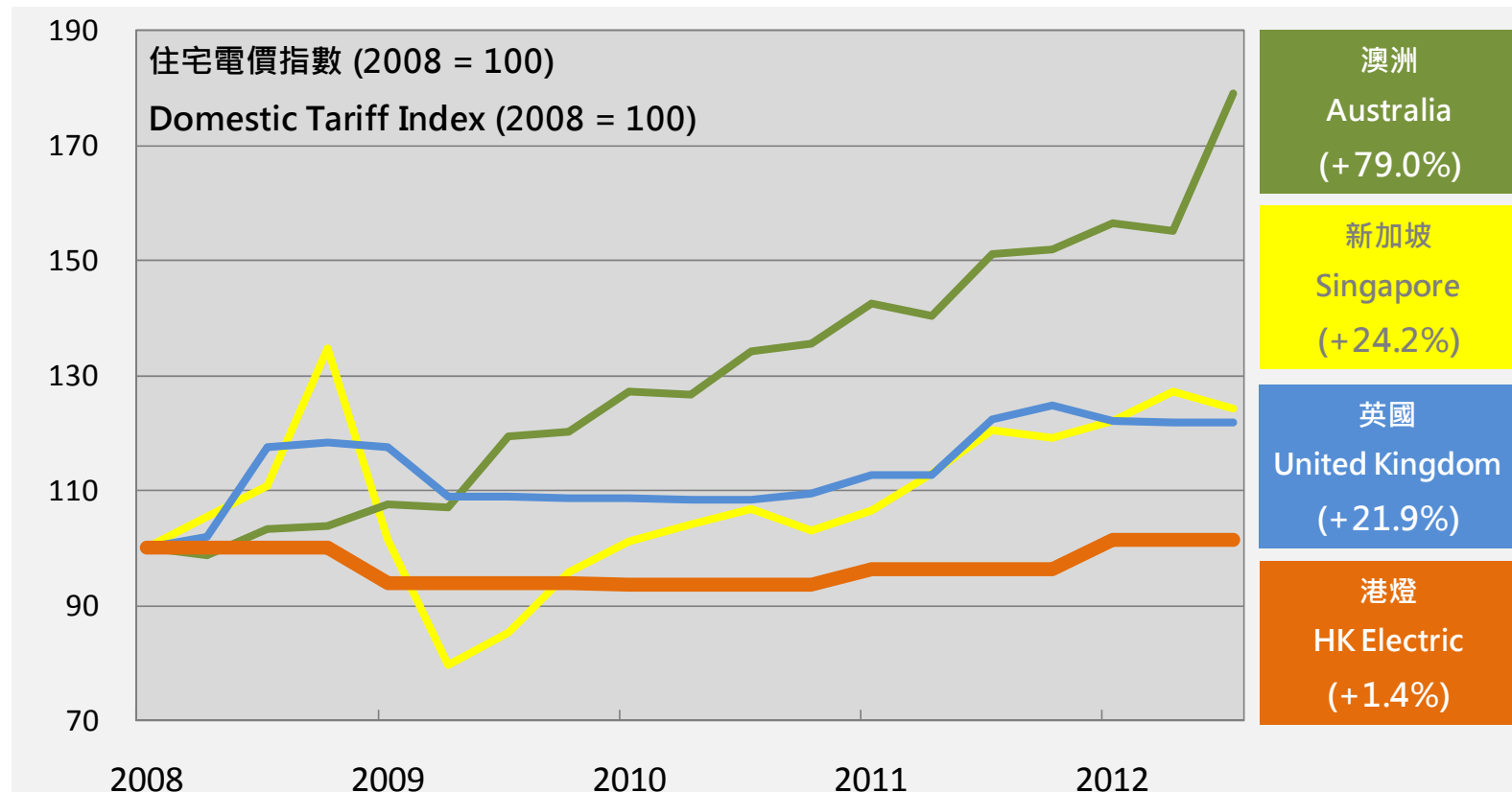
* Cumulative increase for the first and the second phases. First phase was implemented on 10 June 2012. The implementation date of the second phase was postponed from 10 December 2012 to 1 October 2013.

Source: Respective news and power companies' websites



電價波幅比較

Tariff Volatility Comparison



資料來源 (季度數據 2008年3月至2012年9月) :

- 1) 澳洲統計局 – 消費物價指數(電力部分) (含消費稅)
- 2) 英國能源部能源價格統計 – 每月住宅零售電價指數(含消費稅)
- 3) 新加坡電力公司 – 低壓住宅電價(含消費稅)
- 4) 港燈平均住宅電價

Sources (quarterly data, Mar 2008 to Sep 2012):

- 1) Consumer price index on electricity (including GST), Australian Bureau of Statistics, Australia.
- 2) Monthly domestic retail price index on electricity (including VAT), Energy Price Statistics, Department of Energy & Climate Change, UK
- 3) Low-tension domestic tariff (including GST), SP Services Ltd., Singapore Power Group
- 4) HK Electric's average domestic tariffs



世界級服務 - 十八個優質服務標準

服務種類	2012 優質服務標準	2011年成績
電力供應可靠程度	> 99.998%	> 99.999%
電力中斷後平均恢復電力時間	≤ 2小時	1小時16分鐘
致電客戶緊急服務中心平均等候時間	< 9秒	1.3秒
回應市區內緊急召援之平均到達現場時間	< 28分鐘	19分鐘

電力供應可靠程度	超過99.998%	超過99.999%
預先通知暫停供電平均通知時間	7天前	15.3天前
電力中斷後平均恢復電力時間	兩小時內	1小時16分鐘
電能質量查詢的現場調查	3個工作天內	達到標準
電力接駁		
接駁電力 - 毋須裝置檢查 - 檢查裝置滿意後	下一個工作天內即日內	達到標準 達到標準
預約裝置檢查 - 提供預約裝置檢查 - 按預約時間準時到達 (在1.5小時時段內)	兩個工作天內 超過98%	達到標準 達到標準
清繳逾期電費後重新接駁電力	收到繳費後當日	達到標準
電力賬戶及電表		
因應客戶要求終止電力賬戶	兩個工作天內	達到標準
客戶辦妥所有授權手續及取消賬戶後，以支票退回按金	5個工作天內	達到標準
申請提供特別讀表服務	下一個工作天內	達到標準
收到審核中心確認後，處理有關電費優惠計劃的申請	兩個工作天內	達到標準
電表測試	標準實驗室的計量準確程度獲「香港實驗所認可計劃」認可，追溯至國際標準	達到標準
客戶查詢		
客戶中心櫃位服務平均等候時間	少於3.5分鐘	1.25分鐘
由客戶服務代表接聽電話查詢平均等候時間	少於9秒	8.8秒
回覆有關賬戶的書面查詢	接獲查詢後7個工作天內	達到標準
耗電量查詢的現場調查	3個工作天內	達到標準
緊急召援		
致電客戶緊急服務中心平均等候時間	少於9秒	1.3秒
回應市區內緊急召援之平均到達現場時間	少於28分鐘	19分鐘

資料來源：港燈2012年優質服務小冊子
(可於港燈網址 www.hkelectric.com 下載)



World Class Services - 18 Customer Service Standards

Services Provided	Service Standards	Actual Results
Reliability Rating of Electricity Supply	> 99.998%	> 99.999%
Average Time for Supply Restoration after Interruption of Supply	≤ 2 hrs	1 hr 16 min
Average Waiting Time for Telephone Calls to Customers Emergency Services Centre	< 9 s	1.3 s
Average Arrival Time at Scene in Urban Areas in Response to Emergency Calls	< 28 min	19 min

Reliability Rating of Electricity Supply	Better than 99.998%	Better than 99.999%
Average Notification Period before Planned Suspension of Electricity	7 days in advance	15.3 days in advance
Average Time for Supply Restoration after Interruption of Supply	Within 2 hours	1 hour 16 minutes
Site Investigation for Power Quality Enquiries	Within 3 working days	Achieved
Connection of Supply		
Connection of Supply – Not Requiring Installation Inspection – After Satisfactory Installation Inspection	Within the next working day Within the same day	Achieved Achieved
Installation Inspection Appointment – Provide Appointment for Installation Inspection – Appointment Punctuality (within a 1.5-hour time band)	Within 2 working days Better than 98%	Achieved Achieved
Reconnection of Supply after Payment of Outstanding Charges	Same day as payment is received	Achieved
Electricity Accounts & Meters		
Closure of Electricity Account at Customer Request	Within 2 working days	Achieved
Deposit Refund by Cheque after Full Authorisation by Customer and Closure of Account	Within 5 working days	Achieved
Special Request on Meter Reading	Within the next working day	Achieved
Processing of Concessionary Tariff Application upon Confirmation from Assessment Centre	Within 2 working days	Achieved
Meter Testing	Accuracy traceable to international standards via HOKLAS accredited Standards Laboratory	Achieved
Customer Enquiries		
Average Waiting Time for Counter Services at Customer Centre	Less than 3.5 minutes	1.25 minutes
Average Waiting Time for Telephone Enquiry Services by Customer Services Representatives	Less than 9 seconds	8.8 seconds
Reply to Written Enquiries on Customer Accounts	Within 7 working days after receipt	Achieved
Site Investigation for Electricity Consumption Enquiries	Within 3 working days	Achieved
Emergency Services		
Average Waiting Time for Telephone Calls to Customers Emergency Services Centre	Less than 9 seconds	1.3 seconds
Average Arrival Time at Scene in Urban Areas in Response to Emergency Calls	Less than 28 minutes	19 minutes

Source: HK Electric Customer Service Standards Brochure 2012
(downloadable from HK Electric website www.hkelectric.com)

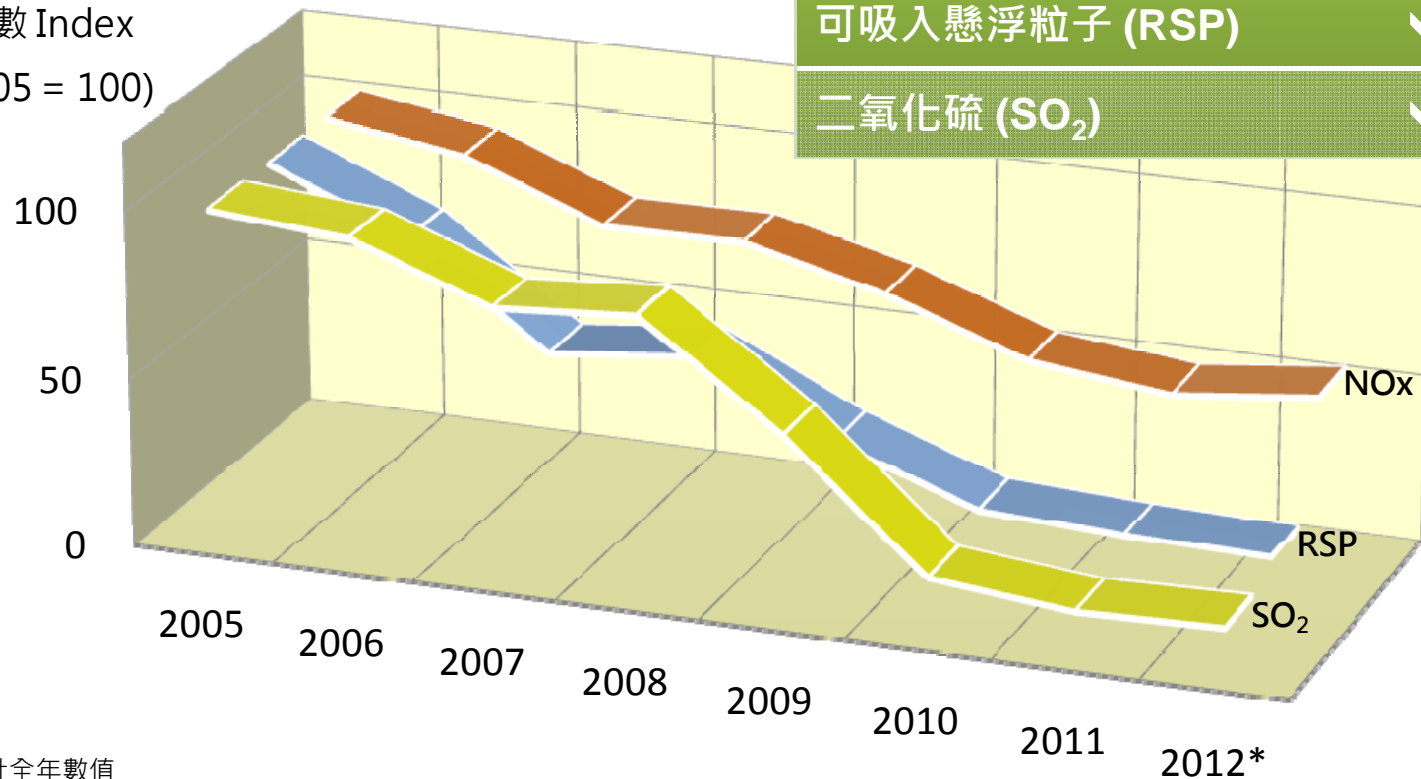


卓越減排表現

Significant Emissions Reduction

排放 Emissions	2012*	比 vs 2005
氮氧化物 (NOx)	↓ ~50%	
可吸入懸浮粒子 (RSP)	↓ ~80%	
二氧化硫 (SO ₂)	↓ ~90%	

指數 Index
(2005 = 100)



* 預計全年數值
Estimated year-end figures



謝謝

Thank You