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Press Release  
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### **HEC Opens New Resource Centre to Promote Power Quality**

A new resource centre to provide expert advice to customers on ways to enhance reliability of electrical installations and power quality was opened by Hongkong Electric today.

Representatives from Government departments, property management companies, trade associations and industry consultants were among the first batch of visitors to tour the Power Quality Centre in North Point. Visits by appointment are also welcome for domestic customers and other members of the public.

The Chief Engineer (Transmission and Distribution) of the Hongkong Electric Company Limited (HEC), Mr. Yuen Sui-see, said customers are getting more concerned about power quality with the wider use of electronic products and equipment, many of which are susceptible to power disturbances.

“Equipment like large scale air-conditioning systems, computers and flood lights are sensitive to voltage dips and some installations may even shut down during power disturbance, causing data loss or business operation interruptions,” Mr. Yuen noted.

The problem of harmonic currents, caused by non-linear loads, notably electronic equipment like photocopying machines, or ballasts of fluorescent lighting, may give rise to harmonic voltages and affect the normal operation of other electrical installations.

Mr. Yuen added that the Centre is the latest initiative of the Company to enhance its customer services. “HEC has since 1997 been providing a supply reliability of over 99.999%, while maintaining continuous improvements to satisfy the rising expectations of our customers,” he said.

Notwithstanding HEC’s world-class power supply, service reliability may be hindered by factors beyond control, including adverse weather conditions and cable damage caused by accidents during trenching work.

“HEC’s network may experience momentary voltage disturbance during thunderstorms or when a disturbance occurring at other supply network impacts on our power system through interconnection. This will make voltage dip unavoidable,” Mr. Yuen said, adding that the frequency of voltage dips caused by high voltage fault in 2004 was 1.5 times, a record compared much favourably with those of other major cities.

Adopting an interactive approach to promote the power quality concept, the Centre displays a wide range of equipment to simulate the problems of voltage dip, power interruption and harmonics, as well as mitigation measures to be applied.

“A voltage dip generator and different mock-up installations commonly used in commercial and business operations are used to demonstrate the effects of voltage disturbance. Our engineers will be available to provide technical advice and suggestions addressing the specific needs and concerns of customers.”

Mr. Yuen remarked that one of the special features of the Centre is to make use of real life examples to send home messages. “Seeing is believing,” he added.

The Company encourages its customers to install backup supply or Uninterruptible Power Supply to support the continuous operation of important or power-sensitive equipment in the event of power disturbance or interruption.

Describing customers as strategic partners in the power supply chain, Mr. Yuen said that each party has a role to play in ensuring an effective power supply. “Hongkong Electric endeavours to maintain and improve on its transmission and distribution network to ensure power quality. It is equally important that customers carry out appropriate maintenance on their installations and conduct regular review on the adequacy and capacity of their installation.”

A technical seminar was also held today during which HEC introduced the latest edition of its technical guidebook on “Guide to Connection of Supply”. Visitors also toured HEC’s Standards Laboratory on power and energy measurements, the first laboratory in the territory accredited under the Hong Kong Laboratory Accreditation Scheme.

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1 A technical seminar was held today to introduce the latest edition of the technical guidebook on “Guide to Connection of Supply”.



2-3 HEC's Chief Engineer (Transmission and Distribution), Mr. Yuen Sui-see, shows visitors measures to enhance reliability of electrical installations and power quality.



4 Power Quality Centre displays a wide range of equipment to simulate the problems of voltage dip and mitigation measures to be applied.