

Year at a Glance

January - March



Starts wind monitoring on site for offshore wind farm project which is targeted for commissioning in 2017.

- Organises “Low Carbon Bazaar” for students to run green business with proceeds of the activity donated to charity for promotion of green activities.



- UK Power Networks leads “Low Carbon London” to help the planning and management of electricity networks for a low carbon future.

- SA Power Networks completes works on improving security and supply reliability for Adelaide’s Central Business District.



- Over 600 employees attend “Meet Your Directors” forum which is introduced to enhance communication between senior management and staff.



April - June



Eastern District Council members join in a visit to Marsh Road Substation as we continue to maintain close liaison with various stakeholder groups.

- Provides more information on electricity bills for domestic customers to track power consumption.
- Meridian Power Station conducts a major overhaul of its Gas Turbine 2 and the Steam Turbine.



- CitiPower & Powercor achieve the key Advance Metering Infrastructure (AMI) milestones with installation of the 600,000th smart meter and the first successful AMI Remote Energisation.

- Expands Lamma Power Station’s solar system, which is the biggest in Hong Kong, to nearly 1MW by installing more thin film photovoltaic solar panels.



July - September



Acquires a 30% shareholding in Wales & West Utilities in the UK and establishes Transmission Operations (Australia) Pty Ltd jointly with Cheung Kong Infrastructure to develop renewable energy power transmission business in Australia.

- Becomes the first Hong Kong company to be included in the "Global 500 Carbon Disclosure Leadership Index 2012" and enters "Dow Jones Sustainability Asia Pacific Index" for the first time.



- Revises the Code of Conduct to meet rising standards on personal conduct and integrity in today's business environment and conducts theme talks to communicate the guidelines to employees.

- Northern Gas Networks begins on-site construction for a biomethane project to develop technology for enabling biomethane to enter the gas distribution network.

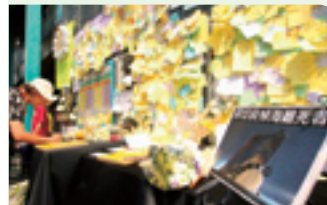


- UK Power Networks powers London Olympics to success with zero incident and zero interruption throughout the Games period.

October - December



UK Power Networks is named 2012 "Utility of the Year" as well as "Team of the Year" at the UK Utility Achievement Awards, beating some one hundred contestants as WWU is presented with the "Supply Chain Excellence Award" and the "Customer Care Award".



- Joins Hong Kong in mourning for those who lost their lives in the fatal Lamma ferry collision.

- CitiPower and Powercor Australia conduct a six-month trial using SMS messages to inform customers about the status of planned or unplanned power outage.



- CAREnival ambassadors in Hong Kong walk home with the second runner-up in the "Best Corporate Volunteer Service Project Competition 2011-2012" as other green and customer service awards are won which includes "Service Retailer of the Year" and "Best Practice Award".



- Launches e-bill service for the visually impaired to provide our customers with more choices of barrier-free access to our services.