THE HONGKONG ELECTRIC COMPANY, LIMITED TEN-YEAR OPERATING STATISTICS

| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Units sold (millions of kWh) | | | | | | | | | | |
| Commercial | 7,751 | 7,766 | 7,824 | 7,893 | 8,012 | 8,015 | 8,011 | 8,164 | 8,081 | 8,124 |
| Residential | 2,475 | 2,466 | 2,485 | 2,584 | 2,541 | 2,610 | 2,437 | 2,541 | 2,482 | 2,472 |
| Industrial | 293 | 305 | 306 | 315 | 326 | 330 | 325 | 331 | 334 | 337 |
| Total (millions of kWh) | 10,519 | 10,537 | 10,615 | 10,792 | 10,879 | 10,955 | 10,773 | 11,036 | 10,897 | 10,933 |
| Annual (decrease)/increase (%) | (0.2) | (0.7) | (1.6) | (0.8) | (0.7) | 1.7 | (2.4) | 1.3 | (0.3) | 0.1 |
| Average Net Tariff per Tariff Review (HK cents per kWh) | | | | | | | | | | |
| Basic Tariff | 101.3 | 109.1 | 108.9 | 105.5 | 102.6 | 101.8 | 94.7 | 94.1 | 93.1 | 94.5 |
| Special Rent & Rates Rebate | (2.3) | (4.0) | (4.0) | _ | _ | _ | _ | _ | _ | |
| Net Basic Tariff | 99.0 | 105.1 | 104.9 | 105.5 | 102.6 | 101.8 | 94.7 | 94.1 | 93.1 | 94.5 |
| Fuel Clause Charge | 23.4 | 23.4 | 23.4 | 27.9 | 32.3 | 33.1 | 40.2 | 37.0 | 30.2 | 25.4 |
| Special Fuel Rebate | (2.3) | (16.0) | (17.9) | _ | _ | _ | _ | _ | _ | _ |
| Net Tariff (HK cents per kWh) | 120.1 | 112.5 | 110.4 | 133.4 | 134.9 | 134.9 | 134.9 | 131.1 | 123.3 | 119.9 |
| Number of customers (000's) Installed capacity (MW) | 581 | 579 | 577 | 575 | 572 | 570 | 569 | 567 | 567 | 566 |
| Gas turbines and standby units | 555 | 555 | 555 | 555 | 555 | 555 | 555 | 555 | 555 | 555 |
| Coal-fired units | 2,000 | 2,000 | 2,250 | 2,500 | 2,500 | 2,500 | 2,500 | 2,500 | 2,500 | 2,500 |
| Gas-fired combined-cycle units | 680 | 680 | 680 | 680 | 680 | 680 | 680 | 680 | 680 | 680 |
| Wind turbine and photovoltaic system (note 1) | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 |
| Total (MW) | 3,237 | 3,237 | 3,487 | 3,737 | 3,737 | 3,737 | 3,737 | 3,737 | 3,736 | 3,736 |
| System maximum demand (MW) | 2,395 | 2,376 | 2,513 | 2,428 | 2,427 | 2,460 | 2,453 | 2,494 | 2,498 | 2,510 |
| Annual increase/(decrease) (%) | 0.8 | (5.5) | 3.5 | 0.0 | (1.3) | 0.3 | (1.6) | (0.2) | (0.5) | (1.1) |
| Annual load factor (%) | 56.4 | 56.8 | 54.0 | 56.7 | 57.3 | 56.9 | 56.1 | 56.6 | 55.9 | 55.8 |
| Thermal efficiency (%) | 35.5 | 35.6 | 35.9 | 35.9 | 36.2 | 36.1 | 36.3 | 36.0 | 36.2 | 36.2 |
| Plant availability (%) | 90.9 | 90.7 | 87.1 | 85.6 | 85.5 | 88.4 | 85.7 | 84.6 | 84.4 | 85.6 |
| Number of switching stations | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 25 | 25 | 25 |
| Number of zone substations | 27 | 27 | 27 | 27 | 27 | 27 | 27 | 27 | 27 | 27 |
| Number of customer substations | 3,920 | 3,912 | 3,889 | 3,848 | 3,818 | 3,793 | 3,776 | 3,755 | 3,741 | 3,710 |
| Number of employees | 1,770 | 1,763 | 1,776 | 1,790 | 1,801 | 1,814 | 1,826 | 1,820 | 1,848 | 1,851 |
| Capital expenditure (HK\$ million) (note 2) | 4,620 | 3,695 | 2,929 | 2,799 | 2,516 | 2,252 | 1,973 | 2,613 | 2,887 | 2,427 |

Notes:

The 800-kW wind turbine was commissioned in 2005; the 550-kW thin film photovoltaic system was commissioned in 2010 and was expanded to 1-MW in March 2013.

These are capital expenditures solely for electricity-related property, plant and equipment. The capital expenditures exclude additions of right-of-use assets and include capital expenditures of the offshore LNG terminal developed by a joint venture.