

9 July 2024

Submission of Report on Wong Tai Sin Power Incident

CLP Power Hong Kong Limited (CLP Power) today (9 July) submitted the investigation report to Electrical and Mechanical Services Department (EMSD) regarding the power interruption incident that occurred in Wong Tai Sin area on 12 June 2024, affecting a total of four residential buildings including Mei Tak House in Mei Tung Estate, Lung Kwong House in Lower Wong Tai Sin Estate and Lions Rise, as well as some neighborhood shops.

The report stated that two 11kV underground cables in ring configuration supplying Wong Tai Sin area experienced faults on 12 June, leading to the power interruption. At 1pm in the afternoon, CLP Power detected a fault in a 11kV cable located between Junction Road and Mei Tak House and the faulty cable was immediately isolated. Power within the affected area continued to be supplied by another 11kV cable between Lung Kwong House and Chui Yuen House without interruption. CLP Power promptly applied for emergency excavation permit for cable repair from the relevant Government department and arranged for an engineering team to repair the faulty cable.

By 8:02pm, while the faulty cable between Junction Road and Mei Tak House was still under repair, the 11kV cable between Lung Kwong House and Chui Yuen House experienced a fault, affecting the power supply for around 2,250 customers. Following urgent repairs by the engineering team, power was restored for about 500 customers using a mobile generator at 11:30pm, and for all the other customers at 12:11am on 13 June.

CLP Power later conducted an investigation into the faulty cables and confirmed that each cable had a joint that had previously been interfered with by external factors, which gradually degraded the insulation and led to the two sequential faults on that day.

CLP Power again apologised to the affected residents and expressed gratitude to customers and community leaders for their understanding. To alleviate concerns about power supply in Wong Tai Sin area, CLP Power has taken additional measures to enhance patrols of cable routes and power equipment in the district. Inspection for all customer substations in the area is expected to complete by mid-July. We will also increase inspections of third-party construction sites to remind workers to avoid disrupting underground cables to prevent damage. Additionally, we will continue to use advanced technology to conduct condition assessment of critical cable circuits and power equipment in Wong Tai Sin, and accelerate early replacement of identified supply infrastructure and equipment if conditions warrant.

On customer support, CLP Power has enhanced communication with property management companies to improve coordination in emergency response and has arranged for a professional team to provide power quality consulting services for affected buildings. We will also continue to maintain close communication with community leaders with a view to provide timely information to customers in times of power incidents.

CLP Power again expresses gratitude for the understanding of customers and assistance from relevant Government departments as well as community leaders and individuals, including Home Affairs Department, District Councillors, Care Team, EMSD, Housing Department, the Police and property management companies.

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