

# Reaching New Heights

# 2009

## Energy Gets Greener

Further to our pioneering activities in the use of landfill gas in Hong Kong, the completion of a facility which liquefies coalbed methane as well as our compressed natural gas filling stations serving heavy duty trucks in mainland China, we continue to step up our exploration, research and development into the new eco energies. These include the production of methanol from the gasification of coal, the liquefaction of coal-mine methane as well as the study of unconventional sources of energy.

## Infrastructure Development

An efficient infrastructure is essential for the smooth operation of modern society. Our gas, water and telecom networks form an indispensable part of this infrastructure both in Hong Kong and on the mainland. Looking forward, we will be making an even greater contribution to this infrastructure with the opening of Hong Kong's new aviation fuel facility in Tuen Mun, which will enhance Hong Kong's competitiveness in the aviation industry.

## As a Public Utility

We continue to grow and expand our core business, providing safe and reliable gas supplies to 1.69 million gas accounts in Hong Kong and 10 million more on the mainland. With the addition of 17 new projects during the year, we now operate 103 projects spread throughout 19 provinces, municipalities and autonomous regions in mainland China.

## Serving Our Customers

With excellent customer services, built on initiatives

such as our "From Good to Great" campaign, we were the proud winners of the prestigious "2009 Hong Kong Awards for Industries: Customer Service Grand Award". We also received a total of over 5,000 complimentary customer letters during the year.

## Ensuring Public Safety

Responsible for the gas infrastructure in the territories we operate, our gas links into 12 million homes as well as the sale and maintenance of tens of millions of gas appliances,



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the safety of our staff, our customers and the public as a whole, remains an absolute priority. With this total commitment to gas safety, we have achieved record-low accident and gas leakage rates over the years.

### Protecting the Environment

In line with the completion of our first carbon audit, we initiated our "Low Carbon Action!", which called for a cut of a million tonnes in carbon emissions and promoted a low carbon lifestyle to the people of Hong Kong.

### Sustainability into the Future

To secure financial resources for our ongoing growth, we have issued a series of medium term notes since May 2009 with maturity terms of between 10 and 40 years. Building on the successful issue of our US\$1 billion 10-year note in 2008, we became the first corporation in Hong Kong to issue these more long term Hong Kong dollar 30-year and 40-year notes. So far, HK\$3.01 billion has been raised under this initiative.

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