Regulatory Framework for Opening, Operating and Closing a Business

Disclaimer: Any information rendered in this document is for general references only and should not be considered as legal advice. Users are strongly advised to seek independent legal advice if they are in doubt of their legal position.

Utility Services - Electricity

No.	Regulatory Framework	Link
Regulatory Monitoring of Tariffs and Service Quality		
1.	Per the regulatory framework, the electricity regulator have a final decision-making authority in the approval of electricity tariffs	➢ Sections A and B of Schedule 3 to the Scheme of Control Agreements (SCAs) (Link 1 Link 2 Link 3 Link 4)
Monitoring of Service Quality		
2.	Per the regulatory framework, the electricity regulator required to set performance standards to ensure service quality and the reliability of electricity services	➢ Schedule 4 to the SCAs (Link 1 Link 2 Link 3 Link 4)
3.	Per the regulatory framework, the electricity regulator required to monitor adherence to performance standards to ensure service quality and the reliability of electricity services	➢ Section D(1)(f) of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4)
Mechanisms on Service Quality Assurance		
4.	The regulatory framework stipulate sanctions, and/or remedies applicable to utilities to ensure reliable electricity supply (limit outages)	➢ Clauses (2), (3), (4), (5), (9) and (13) of Schedule 4 to the SCAs, including Supplemental Agreement (Link 1 Link 2 Link 3 Link 4)

No.	Regulatory Framework	Link
Professional Certifications		
5.	Per the regulatory framework, professionals carrying out electricity installation works required to meet at least two of the conditions listed below: • Minimum number of years of experience • Education qualification (i.e university degree in the relevant field) • Registered member of the national association of engineers • Pass a qualification exam	➢ Regulations 4 to 8, Cap. 406D Electricity (Registration) Regulations
6.	Per the regulatory framework, internal electricity installations of all types, including low voltage, required to be carried out by a licensed professional/company	➢ Sections 12, 31, 34 and 35, Cap. 406 Electricity Ordinance
7.	Per the regulatory framework, the company that carried out internal electricity installations required to inspect/certify the quality of installations of all types, including low voltage	
8.	Per the regulatory framework, external electricity installations of all types, including low voltage, required to be carried out by a licensed professional/company	

No.	Regulatory Framework	Link
9.	Per the regulatory framework, the company that carried out external electricity installations required to inspect/certify the quality of installations of all types, including low voltage	➢ Sections 12, 31, 34 and 35, Cap. 406 Electricity Ordinance
Liability Regimes		
10.	Party (aside from the project investor or owner) involved in providing the electricity connection be held liable by law in case faults are discovered when the electricity connection is in use	➢ Sections 31, 34, 36, 55 and 56, Cap. 406 Electricity Ordinance
Environmental Sustainability and Quality of Electricity Provision		
11.	The regulatory framework set requirements for fossil fuel plants to reduce emissions of local air pollutants	➢ Cap. 311 Air Pollution Control Ordinance ➢ Technical Memorandum for Allocation of Emission Allowances
12.	The regulatory framework stipulate financial sanctions applicable to electricity generation plants for not meeting the requirements on energy efficiency or emissions reduction	➢ Sections 30A and 30B, Cap. 311 Air Pollution Control Ordinance
13.	The regulatory framework set energy efficiency requirements on electricity transmission and distribution	➢ Section D(1)(f) of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4)

No.	Regulatory Framework	Link
14.	The regulatory framework stipulate requirements or incentives on the roll-out of smart meters to commercial customers	The Government has approved the power companies' Development Plan, which covered the capital projects of installation of smart meters for all their customers to be completed by 2025. Power companies shall report project progress in the annual Auditing Review. The Development Plan Review and the Auditing Review procedures/ requirements are stipulated in Sections A and C of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4).
15.	The regulatory framework include requirements for the development of 'smart-grids'	The Government has approved the power companies' Development Plan, which included the enhancements to the electricity grid. Power companies have undertaken the development of smart grids by incorporating features such as smart meters and automation/monitoring systems in electricity substation within the current Development Plan. The Government has been closely monitoring the progress of implementation with a view to enhancing safety, efficiency, reliability and cost-effectiveness of our electricity supply in the annual Auditing Review. The Development Plan Review and the Auditing Review procedures/ requirements are stipulated in Sections A and C of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4).

Public Services that Facilitate Trade

[Including services provided by government bureaux and departments, and other public organisations]

Disclaimer: There are other digital public services that aim to facilitate business and compliance in Hong Kong. Please refer to the webpages of individual bureaux / departments / public organisations for details.

Utility Services - Electricity

No.	Public Services	Link
Information on Existing Infrastructure and Planned Works		
1.	Publicly available national or local infrastructure database (for example, a Geographic Information System (GIS) database) that shows the existing electricity distribution network	➢ Underground Utilities Information System (UUIS)
2.	Shared database for the network lines of multiple utilities, such as electricity, water, and internet Note: The database of internet (telecom) will only be established in Stage 2 of the UUIS Implementation (tentatively in 2026-27).	
3.	Publicly available online platform with information about the planned works on utility networks that are carried out in Hong Kong Note: UUIS has kept the excavation permit records of planned works on utilities network for reference by registered users.	

No.	Public Services	Link
Reliability and Quality of Electricity Supply		
4.	Electricity outages (duration and frequency) monitored by the largest electricity utility in Hong Kong	➢ Schedule 4 to Scheme of Control Agreements (SCAs) (Link 1 Link 2 Link 3 Link 4)
Environmental Sustainability of Electricity Supply		
5.	Key Performance Indicators (KPIs) to monitor the environmental sustainability of electricity supply	➢ Schedule 5 of SCAs (Link 1 Link 2 Link 3 Link 4)
Environmental Sustainability Indicators		
6.	Internal electricity installation works of all types, including low voltage, always carried out by a licensed professional or company in practice	➢ Sections 12, 31, 34 and 35, Cap. 406 Electricity Ordinance
7.	The company or licensed professional that performed internal electricity installation works, always verify the quality of the installation of all types, including low voltage	
8.	External electricity installation works of all types, including low voltage, always carried out by a licensed professional or company in practice	
9.	The licensed professional or company that performed external electricity installation works also always check and verify the quality of the works of all types, including low voltage	