#### Examination of Estimates of Expenditure 2013-14

# CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Reply Serial No.

**ENB043** 

Question Serial No.

3450

Head: 42 Electrical and Mechanical Services Subhead (No. & title):

Department

<u>Programme</u>: (1) Energy Supply; Electrical, Gas and Nuclear Safety

<u>Controlling Officer</u>: Director of Electrical and Mechanical Services

<u>Director of Bureau</u>: Secretary for the Environment

### Question:

1. Has the Administration collected any statistics on the utilisation rate of liquefied petroleum gas (LPG) filling stations? Please provide the average waiting time for receiving services during peak (shift changing hours) and non-peak periods at the dedicated and non-dedicated LPG filling stations on Hong Kong Island;

- 2. Has the Administration received any complaints on waiting time for receiving services at LPG filling stations last year? Please provide the number of complaints according to the locations of LPG filling stations concerned;
- 3. The Administration plans to approve two LPG filling stations next year (2013), what are the details these stations including the location? When will the Administration expect these filling stations to commence operation?

Asked by: Hon. CHAN Ka-lok, Kenneth

#### Reply:

- 1. Based on the operational records provided by the operators, on average about 1 400 to 4 400 vehicles per station were refilled daily at the 12 dedicated LPG filling stations in 2012. LPG vehicles usually queue up for filling during shift-changing periods, in particular at those dedicated LPG filling stations at popular locations. Outside shift-changing periods, taxis and PLBs do not normally require much waiting time for refilling even at dedicated LPG filling stations. As for non-dedicated LPG filling stations, LPG vehicles usually do not need to queue up for much time for filling. We do not have statistics on the operation of non-dedicated LPG filling stations.
- 2. The Electrical and Mechanical Services Department received 19 complaints relating to waiting time for services at LPG filling stations in 2012. The breakdown of these complaints with respect to the LPG filling stations concerned is shown in the following table:

Location of LPG filling station	Ma On	Tuen	Chai	West	Sheung	Wan	Not
	Shan	Mun	Wan	Kowloon	Wan	Chai	Specified
No. of Complaints	2	1	1	10	2	1	2

3. The two new LPG filling stations to be approved in 2013 are located at Repulse Bay and Tsing Yi. They are expected to commence operation by September 2013 and March 2014 respectively according to the land lease conditions.

Name in block letters:	CHAN Fan			
Post Title:	Director of Electrical and Mechanical Services			
Date:	28.3.2013			

## Supplementary Information for SFC Q3450:

Q1: How many LPG filling stations in Hong Kong?

A1: At present, there are 61 LPG filling stations, including 12 dedicated and 49 non-dedicated stations in Hong Kong to serve about 21,000 LPG vehicles which require refilling twice per day.

Q2: Please advise the respective dedicated LPG filling stations having the lowest and the highest average daily numbers of refilling vehicles?

A2: Since the data on daily number of refilling vehicles at each dedicated LPG filling station is commercial information of each operator, it is not appropriate for EMSD to disclose the information.

Q3: Why EMSD does not collect operational data of non-dedicated filling stations?

A3: The non-dedicated LPG filling station network is under the ambit of EPD. Advice from EPD is that they generally do not collect any operational data except on need basis.

Q4:How many complaints on waiting time were received for dedicated and non-dedicated filling stations in 2012?

A4: All 19 complaints received in 2012 were related to dedicated LPG filling stations.

Q5 Why West Kowloon dedicated LPG filling station received 10 complaints on waiting time in 2012?

A5: The complaints were mainly due to the suspension of nearby Mei Foo dedicated filling stations for 3 months. As West Kowloon dedicated LPG filling station was the only operating filling station in west Kowloon district at that time, substantial number of vehicles normally using the services at Mei Foo station switched to West Kowloon for refilling. Preference by taxi drivers was also a contributory factor to long waiting time as both West Kowloon and Mei Foo dedicated filling stations are managed by the same operator. Furthermore, the occurrence of irregular unexpected surge of refilling demands during shift change period exceeded the normal handling capacity of the station and taxi drivers would need to wait for their services. EMSD already requested the operator to adopt an adaptive operation mode to allow for more flexibility and promptness to cope with the different refilling demands in particular responsiveness to unexpected surge of refilling demand.

Q6: How are the operations of dedicated LPG filling stations monitored?

A6: EMSD has been monitoring the operations of dedicated LPG filling stations through the following means:-

(a) request the operators to report to EMSD any breakdown of LPG facilities affecting the filling service so as to monitor the nozzle availability at individual stations on a monthly basis;

- (b) hold regular meetings with the operators to review their services and identify areas for improvement, where appropriate, such as measures to secure a high nozzle availability;
- (c) arrange meetings with the trade organizations to facilitate direct communication between them and the operators;
- (d) visit the stations to inspect nozzle and manpower conditions; and
- (e) remind the operators from time to time to ensure efficient operation, including good nozzle availability, and properly maintain their station facilities.
- Q7: What actions would be taken on finding any irregularity on the operations of dedicated LPG filling stations and non-compliance with contractual requirement?
- A7: If there is any irregularity found on the operations of a dedicated LPG filling station, EMSD will follow up with the respective operator and request him to provide explanation. EMSD will write to the operator to draw their attention to the relevant contractual requirement and require him to implement improvement measures where appropriate. If the operator is found to be not complying with the contractual requirements of dedicated LPG filling station, EMSD can issue a warning letter to him. In case the operator has persistently failed to made improvement despite receipt of the warning letters, the Government may consider terminating the operator's contract.

Q8:Is there any plan for the construction of more dedicated LPG filling stations?

A8. The Government has no plan to increase the number of dedicated LPG stations at present. To make refilling more convenient for LPG vehicles, the Government has a standing policy since 2000 to include LPG filling facility requirement in land sales for petrol filling stations, subject to safety requirements being met.