

CLP “Wang Fuk Court Assistance Measures – Energy Efficient Appliance Subsidy Scheme”



Wang Fuk Court Assistance Measures

Energy Efficient Appliance Subsidy Scheme*

Subsidy Amount up to \$2,700



*Limited quota. Subject to scheme terms and conditions.

CLP “Energy Efficient Appliance Replacement Scheme” offers additional quotas to support all Wang Fuk Court affected households in rebuilding their homes. Eligible households can receive subsidies when purchasing four types of commonly used, high-consumption home appliances: Inverter air conditioners, electric water heaters, refrigerators, and washing machines. Eligible households may purchase these appliances with models carrying Grade 1 energy labels to reduce energy expenses and achieve higher energy efficiency.

Affected households may call the “Special hotline for affected residents of Wang Fuk Court” to register and apply for the scheme. Once approved, eligible residents may purchase designated appliances through the Domeo platform, with a subsidy covering 70% of the total order amount with a maximum of HK\$2,700, whichever is lower.

* All Grade 1 energy label inverter air conditioners, electric water heaters, refrigerators, and washing machines have been registered with the Electrical and Mechanical Services Department. For more details, please visit the [Electrical & Mechanical Services Department website](#).

Scheme Key Dates:

Application Period

Affected households may apply by calling the “Special hotline for affected residents of Wang Fuk Court” at **2629 8896** (Operation Hours: Monday to Sunday 8:00 – 20:00) from **17 March 2026 to 31 August 2026**. Regardless of whether the application is approved, CLP will notify the application result by email within 30 days..

Purchase Period

The scheme includes two purchasing phases. Each affected household, and each CLP residential electricity account will be granted one successful application and receive the subsidy once throughout the scheme. Upon successful application, arrangements will be made for the corresponding purchasing phase based on the sequence of applications received and the types of appliances selected. Applicants who

choose online purchase will receive a designated Domeo link and can log in to purchase directly; applicants who choose in-store purchase will be contacted by phone to schedule a purchase timeslot.

	Appliances Category	Result Notice and Purchase Period
Phase One	Inverter Air Conditioners, Electric Water Heaters	From 30 March 2026 (Actual purchase period will be notified by email)
Phase Two	Inverter Air Conditioners, Electric Water Heaters, Refrigerators and Washing Machines	From 12 May 2026 (Actual purchase period will be notified by email)

 Applicants apply online and purchase specific models online will enjoy an **Extra Rewards***.

Each eligible household may purchase up to two appliance categories, with one item per category. Please note that online and in-store product stock levels are synchronized. Quantities are limited and available on a first-come-first-served basis.

These dates are subject to change based on actual situation, please refer to the [Energy Efficient Appliance Replacement Scheme](#). **All orders must be placed on or before 30 September 2026 and be delivered and installed by 31 December 2026.**

*Extra Reward applies to specific models only. Please refer to the product page for details. Extra Reward will only be delivered together with the appliance and is available while stocks last

Who are Eligible

Eligible households must meet the following two requirements:

- Applicants must have previously resided at Wang Fuk Court in Tai Po and held a valid CLP electricity account for their units as of 26 November 2025.
- The applicant must currently reside within the power supply network of CLP and must provide the CLP residential electricity account number of their current address for the application.

Notes

- Regardless of the outcome, applicants will be informed of their application result via email.
- Each affected household, and each CLP residential electricity account will be granted one successful application and receive the subsidy once throughout the scheme.

How to Purchase

Successful applicants may then complete the purchase through their selected purchase method using the “unique promo code” (each code can be used once, and will become invalid automatically after use).

✓ Online Purchase

1. Applicants must log in to the designated Domeo link within the assigned purchase timeslot stated in the email. (No supplementary timeslot; late access will not be accepted.)
2. Select the appliance, then add to cart.

3. Enter “unique promo code” in the shopping cart to deduct the subsidy amount and pay the remaining balance.
4. Supplier will contact the applicant to arrange delivery and installation.

 If you purchase specific models online, you will enjoy an **Extra Reward***!

✓ **In-store Purchase**

1. A representative will contact successful applicants by phone to schedule an in-store purchase timeslot.
2. Bring the successful application email and the “unique promo code” and visit the designated CLP store during the scheduled timeslot. (Walk-ins will not be accepted.)
3. Select the appliance, present the successful application email and the unique promo code to the staff; pay the remaining balance on site.
4. Supplier will contact the applicant to arrange delivery and installation.

Each eligible person may purchase up to two appliance categories, with one item per category.

 Please note that online and in-store product stock levels are synchronized. Quantities are limited and available on a first-come-first-served basis. Failure to complete the purchase within the purchase timeslot will be considered as **forfeiting the subsidy quota**.

For more purchase-related questions, please refer to the [Energy Efficient Appliance Replacement Scheme](#).

Notes

- Do not share or disclose your code. No reissue, refund or compensation will be provided for any loss or unauthorised use for any reason.
- The delivery address must match the electricity supply address of the account used in the application. Otherwise, eligibility will be cancelled. Installation must be completed within three months.
- Only one promo code can be used per order, and each promo code can be used once only.
- For in-store purchases requiring a “site inspection” service, please consult the staff.

*Extra Reward applies to specific models only. Please refer to the product page for details. Extra Reward will only be delivered together with the appliance and is available while stocks last.

FAQs

1. Who is eligible to apply for the Wang Fuk Court Assistance Measures?

Applicants must have previously resided at Wang Fuk Court in Tai Po and held a valid CLP electricity account for their units as of 26 November 2025. The applicant must currently reside within the power supply network of CLP to be eligible for assistance measures.

2. Do applicants need to be the account holder of the CLP electricity account of their current residence?

No. Applicants only need to call the “Special hotline for affected residents of Wang Fuk Court” at **2629 8896** to complete a simple identity verification and application procedure and provide the CLP residential electricity account number of their current residence. Applicants do not need to be the account holder of the CLP electricity account at their current residence, but the delivery address must match the electricity supply address of the CLP account provided.

3. How many times can each resident of Wang Fuk Court or each electricity account receive the subsidy?

Each affected household, and each CLP residential electricity account will be granted one successful application and receive the subsidy **once** throughout the scheme.

Please note:

Each CLP residential electricity account of the current residence may only submit **one successful application** and receive **one subsidy** across the entire program (including both the “Wang Fuk Court Assistance Measures – Energy Efficient Appliances Subsidy Scheme” and the 2026 “Energy Efficient Appliances Replacement Scheme”). If duplicate applications are submitted, only the application for the “Wang Fuk Court Assistance Measures – Energy Efficient Appliances Subsidy Scheme” will be processed.

4. Is the application guaranteed to be approved under the Scheme?

In most cases, applications will be approved as long as the affected household meets all eligibility requirements and can provide a valid CLP residential electricity account number of their current residence. However, if any of the following situations apply, the application will not be approved:

- (1) The current residential address is not within the power supply network of CLP.
- (2) The CLP electricity account of the Wang Fuk Court unit was moved out on or before 25 November 2025.
- (3) The application is submitted after the deadline of 31 August 2026.
- (4) Application has already been approved under the “Wang Fuk Court Assistance Measures – Energy Efficient Appliances Subsidy Scheme” and the latest application is a duplicate.

5. What information is required for the application?

Affected households must apply through the “Special hotline for affected residents of Wang Fuk Court” at 2629 8896 to apply for the scheme. CLP staff will verify your identity and require the following information (actual requirements may vary at the time of application):

- Full name and contact details of the Wang Fuk Court electricity account holder
- CLP account number of the Wang Fuk Court residential unit
- Valid CLP residential account number of the current residence (electricity supply address registered under this CLP account must match with delivery address)
- Contact email (results will be sent by email only)
- Select the categories of appliances to be purchased (up to two categories, and no changes are permitted)
- Select purchase method (“online purchase” requires a valid Domeo login email)

 If you purchase specific models online, you will enjoy an **Extra Reward***!

*Extra Reward applies to specific models only. Please refer to the product page for details. Extra Reward will only be delivered together with the appliance and is available while stocks last.

For more purchase-related questions, please refer to the [Energy Efficient Appliance Replacement Scheme](#).

CLP “Wang Fuk Court Assistance Measures – Energy Efficient Appliance Subsidy Scheme” Terms and Conditions

By applying for the Wang Fuk Court Assistance Measures – Energy Efficient Appliance Subsidy Scheme (“the Scheme”), you confirm that you understand the Scheme details, application and purchase arrangements, and agree and accept the following terms and conditions:

1. This Scheme will be implemented in two purchasing phases. Phase One purchase period for purchasing inverter air conditioners and electric water heaters; Phase Two purchase period for purchasing inverter air conditioners, electric water heaters, refrigerators and washing machines.
2. Applicants must have previously resided at Wang Fuk Court in Tai Po and held a valid CLP electricity account for their units as of 26 November 2025. The applicant must currently reside within the power supply network of CLP and must provide the CLP residential electricity account number of their current address for the application.
3. Regarding Application
 - 3.1. Affected households may apply by calling the “Special hotline for affected residents of Wang Fuk Court” at **2629 8896** (Operation Hours: Monday to Sunday 8:00 – 20:00) from **2 March 2026 to 31 August 2026**.
 - 3.2. Regardless of whether the application is approved, applicants will be notified of the result by email within 30 days after the application.
 - 3.3. Each CLP residential electricity account of the current residence may only submit **one successful application** and receive **one subsidy** across the entire program (including both the “Wang Fuk Court Assistance Measures – Energy Efficient Appliances Subsidy Scheme” and the 2026 “Energy Efficient Appliances Replacement Scheme”).
4. After receiving the application, CLP will verify eligibility according to application submission time. All applicants will be notified of the result by email within 30 calendar days. The email subject will be “CLP Energy Efficient Home Appliances Replacement Scheme – Application Result Notice”. Applicants are responsible for ensuring the email address provided remains valid until the Scheme ends.
5. CLP will conduct detailed vetting the information provided to confirm eligibility. Applicants are responsible for ensuring all information submitted is true, complete and accurate.
6. Upon confirmation of a successful application, all subsidized appliances must be delivered to and / or installed at the electricity supply address of the CLP account provided in the application and installation must be completed within three months. All subsidized appliances can only be delivered to and / or installed at ONE address. **Late installation will be regarded as forfeiting the order and no refund will be provided.**
7. The subsidy amount covers 70% of the total order amount or maximum of HK\$2,700, whichever is lower. **Any additional charges imposed by the supplier are not covered by the subsidy and must be paid by the applicant.**
8. This Scheme and the subsidy cannot be used in conjunction with other discount and cannot be exchanged for cash.
9. There is no retroactive period for this Scheme and the subsidies. Any orders placed before eligibility is confirmed will not be covered by the subsidy.
10. Regarding Purchase
 - 10.1. Scheme applies only to the replacement of specific Grade 1 energy label models and purchases must be made through Domeo online and in-store. All product models, quantities, specifications and prices are subject to availability.
 - 10.2. Each eligible applicant may purchase up to two of the four appliance categories (including inverter air conditioners, electric water heaters, refrigerators and washing machines), with one item per category. CLP reserves the right to cancel orders that exceed these limits.
 - 10.3. Applicants must select either online purchase (designated Domeo link) or in-store purchase (excluding Yuen Long Centre) when applying. The selected purchase channel cannot be changed thereafter.
 - 10.4. If you choose online purchase:
 - A valid Domeo login email must be provided in the application.
 - Designated Domeo link, the assigned purchase timeslot and unique promo code will be provided in the result email.
 - Complete the purchase within the assigned purchase timeslot, otherwise the quota will be considered as forfeiting the subsidy.

- Enter your unique promo code at shopping cart, the system will calculate the total order amount and the subsidy amount.
- Supplier will contact you to arrange site inspection, delivery and installation after payment.

10.5. If you choose in-store purchase:

- Applicants must select either customer service centre (Kwun Tong / Tai Po / Sham Shui Po / Mong Kok; Yuen Long is not applicable).
- Upon successful application, a representative will call to schedule an in-store purchase timeslot.
- The scheduled timeslot and unique promo code will be provided in a separate notification email.
- Applicants must bring this email and the code to the designated centre within the scheduled timeslot and present the code to staff.
- After payment, the supplier will contact you to arrange site inspection, delivery and installation.
- **Centre staff reserve the right to refuse service to successful applicants who arrive without an appointment or outside the scheduled timeslot.**

10.6. Only one promo code can be used per order, and each promo code can be used once only.

10.7. If the promo code is lost or unauthorised use or misused for any reason, it will not be reissued, refunded or compensated by CLP.

10.8. The purchase period and arrangements are subject to change based on actual situation. The information on the Scheme page shall prevail. All orders must be placed on or before 30 September 2026 and be delivered and installed by 31 December 2026.

10.9. Online and in-store stock levels are synchronized; quantities are limited and first-come-first-served.

10.10. The Extra reward applies only to designated models. For offer details, please refer to the product page. The Extra Reward will only be delivered together with the appliance; quantities are limited and available while stocks last.

11. The subsidized quota is limited and will be allocated on a first-come, first-served basis. Once payment for an order is completed, the subsidized quota is considered used. Failure to complete the purchase within the designated purchase timeslot will be considered as forfeiting the subsidy, which will then be offered to applicants on the waiting list in order.
12. CLP has the right to require the applicant to prove that the subsidized appliance is owned by the applicant using designated media such as photos and in designated manner within twelve months after the completion of the installation or delivery (whichever is later).
13. If the applicant knowingly or willfully makes any false statement, conceal any fact, or resells, CLP have the right to cancel the application. The disbursed subsidy will be fully recovered through the electricity account or returned by the applicant. Please also note that provision of false or misleading information that impersonates any other person may constitute an offence, and you must be solely liable for such offence.
14. If CLP is not capable of running as planned for reasons including infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failure or any other causes beyond the control of CLP Power, which corrupt or affect the administration security, fairness or integrity or proper conduct of this scheme, CLP reserves the right to take any action that may be available.
15. To the extent permitted by law, CLP will not be liable to any person for any loss (including direct, indirect or other reasons, including but not limited to loss of income, profit or reputation), damage, liability, or personal injury arising from the Scheme.
16. CLP may in its sole and absolute discretion amend, delete or supplement any of these Terms and Conditions and change, suspend or terminate the Services at any time without giving prior notice to customers.
17. In case of any disputes, CLP's decision shall be final.
18. For details of the Domeo service, please refer to the "Domeo Terms and conditions" <https://www.clpdomeo.com/en/terms-conditions>.
19. The Chinese version of these Terms and Conditions shall prevail in case of any discrepancy between the English and Chinese versions.