

EV Tariff / EV Residential Time of Use Tariff – FAQ

A. About EV Tariff / EV Residential Tariff

1. What is “EV Tariff” and “EV Residential Time of Use Tariff”?

- Starting from 16 May 2025, CLP launches an “Electric Vehicle Residential Time of Use Tariff” (EV Residential ToU Tariff), offering customers the option to participate.
- The newly launched EV Residential ToU Tariff divides the Energy Charge periods into “On-peak Period” and “Off-peak Period”, encouraging customers to charge their EVs during “Off-peak Period” in residential parking lots to enjoy a discounted energy charge. Conversely, charging during “On-peak Period” will incur a higher energy charge. This helps enhance resource utilisation of the power grid and reduce peak load. EV customers can adjust their charging behaviours and charge their EVs during “Off-peak Period”, thereby saving energy and reducing electricity expenses.
- Customers can choose to apply for the EV Residential ToU Tariff based on their charging behaviours or continue using the existing fixed-rate tariff, now known as “Electric Vehicle Tariff” (EV Tariff) *, for EV charging.

*The existing fixed-rate tariff for EV charging will be renamed EV Tariff, for identification.

2. My EV bill was previously named Non-residential Tariff. Why has it been renamed to EV Tariff?

- To assist customers in distinguishing between various tariff types, starting from 16 May 2025, the existing fixed-rate tariff for EV charging will be renamed EV Tariff without any changes to tariff structure and pricing. The EV Tariff will also apply to new electricity supply applications.

B. About Eligibility and Applicable Scope

3. What are the eligibility criteria for applying for EV Residential Time of Use Tariff?

- Starting from 16 May 2025, customers can apply for EV Residential Time of Use (ToU) Tariff by submitting the application form via CLP Power website or CLP One mobile app, provided all of the following conditions are satisfied:
 - a) you have an existing eMobility electricity account with meter installed for your EV charging facility;
 - b) your EV charging facility is installed within a residential parking lot;
 - c) your EV charging facility is solely for Private Use*;
 - d) the wireless telecommunication network signal at the location of the EV smart meters[#] and associated collectors is determined by CLP to be sufficiently strong for the purposes of EV Residential ToU Tariff; and
 - e) you agree to ensure your smart meter is turned on at all times to support accurate measurement of electricity consumption and remote consumption data retrieval.

* **“Private Use”** means it is solely for the use of the parking space owner or tenant and not for any commercial purposes.

“Smart Meter” means a measuring instrument and associated equipment belonging to CLP designed to measure, register, indicate and transmit the integral value of electricity consumption or demand with respect to time through a wireless network.

4. My EV account is under group bill arrangement, can I apply for EV Residential Time of Use Tariff?

- Group billing arrangement is not available for the account under EV Residential Time of Use (ToU) Tariff. All accounts under EV Residential ToU Tariff will be excluded from any group billing arrangement that is already in place at the time of approval.

5. Can customers who are currently using the monthly subscription plan provided by charge point operators apply for the newly launched EV Residential Time of Use Tariff?

- Customers of residential carpark charge point operators may check directly with their operators on plans to join CLP Power’s EV Residential ToU Tariff and the applicable details.

6. How can I apply for the EV Residential Time of Use Tariff?

- Starting from 16 May 2025, customers can apply for EV Residential Time of Use Tariff by submitting the application form via CLP Power website or CLP One mobile app. We will notify you of the result of your application by email.
- If your application is approved, the new tariff type will take effect on the first day of the next billing cycle.

7. How can I distinguish if my parking space is in a residential parking lot?

Generally:

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| Parking lots located in commercial/ industrial buildings near residential buildings | No. Residential parking lots refer to those located in or specifically serving nearby residents. |
| Outdoor parking lots near residential buildings | Yes, if the parking lots are intended to serve nearby residents. |
| Dedicated parking lots located in shopping centres of residential buildings | Yes, if the parking lots are intended to serve dedicated residents. |

Should you have any enquiries, please call our Customer Service Hotline at 2678 2678 (press 4 > 2 for EV charging facilities). We will review your application. In case of dispute about the definition of a residential parking lot, the decision of the CLP shall be final.

8. How do I know my residential parking lot has a strong 4G wireless telecommunication network signal to satisfy the application for EV Residential Time of Use Tariff?

- After you submit the “EV Residential Time of Use Tariff” application and the smart meter is installed, CLP will conduct a series of tests on your smart meter to confirm the strength of the 4G wireless telecommunication network signal. We will notify you of the result by email.
- For customers who are ineligible due to 4G connectivity issue, you may contact our Customer Service Hotline at 2678 2678 (Please press 4 > 2 for EV charging facilities) for technical advice to improve the telecommunication network signal at the location of the smart meter and collector.

9. If I want to withdraw the EV Residential Time of Use Tariff, can I change back to the EV Tariff?

- You can submit the application form of EV Tariff via CLP Power website or CLP One mobile app.
- CLP will notify you of the result of your application by email. If your application is approved, the new tariff type will take effect on the first day of the next billing cycle.
- If you wish to re-apply for the EV Residential Time of Use Tariff, you can re-submit your application after 12 months.

C. About Scheduled Charging

10. The Off-peak Period starts at 11pm, which seems a bit late for EV charging. Do you have any suggestions?

- You may use scheduled charging which may be set via the EV or EV charger.
- To learn more about scheduled charging or related setting, please consult your car dealer or charge point operator or make reference to relevant manual.