

## CLP Power Quality Team Strives for "Quality Power" for the Community

In recent years, extreme weather events have become more frequent, posing challenges to the power supply system. Typhoons, lightning strikes, and tree contact may interfere with outdoor overhead lines and equipment, leading to voltage dips.

A voltage dip is not a power supply interruption. It is rather a brief voltage fluctuation in a very short period. Like all power systems in cities worldwide, voltage dips cannot be eliminated entirely.

To effectively maintain high power quality, it is not only up to the power company to enhance the resilience of the power supply system, but also requires customers to take corresponding measures. CLP Power Quality team is dedicated to enhancing the quality of power supply. We offer complimentary technical consultations for customers, and suggest mitigation solutions to help alleviate the impact of voltage dips, such as the installation of appropriate ride-through devices.

Over the past three years, we have engaged with over a hundred housing estates and organisations. Nearly half have adopted our recommended measures to mitigate the impact of voltage dips, including an auto-restart scheme or a circuit improvement solution.

## Inverter vs Fixed Frequency Washing Machine

Making an Energy-Efficient Choice

Inverter washing machines have become increasingly common in Hong Kong retail stores, but most customers may not be familiar with its advantages. In this article, we provide answers to help you make a smart choice when choosing between an inverter and a fixed-frequency washing machine.

### Energy Efficiency

Inverter washing machines are equipped with inverter motor that rely on voltage adjustment, it can adjust its spin speed instantly based on the load, then optimizing energy use. Inverter motors are more durable; they use special sensors to adjust their spin speed, thus preventing the unit from using unnecessary energy and reducing the unit's depreciation. Unlike inverter types, fixed-frequency washing machines use a belt to create motion within the machine. Once you've chosen a specific speed for a fixed frequency washing machine to spin at and started a cycle, that speed will be maintained throughout the cycle without varying, thus using excess energy.

### Quieter Operation

Inverter washing machines are more energy efficient than fixed-frequency washing machines, they cause less wear and tear on clothes over time as the spin speed is adjusted, and they vibrate far less, leading to a much quieter operation.

Inverter washing machines are often more expensive than fixed-frequency washing machines, but they can save more electricity. If you're thinking of replacing your washing machine, make your smart choice.

## Grand opening of CLP SmartEnergy @Tai Po

G/F, Central Plaza, 51-59, Kwong Fuk Road, Tai Po

CLP's SmartEnergy @Tai Po unveils a brand-new look, and we are set to showcase comprehensive customer service at the store.

### Key highlights:

1. The Tai Po store curates a dedicated shopping area with a wide range of energy-efficient home appliances and trendy products, catering for customers of all ages.
2. The electric vehicle zone creates an audience. It reaches out to car owners and enthusiasts who want to get into the EV world. Customers have the latest EV service recommendations at their fingertips and can try interactive learning games, experiencing the eco-friendly charm of eMobility!
3. An express self-service area is available for customers who need assistance, from applying for electricity to printing out paper electricity bills for proof of address.

More amazing services and products are available for you. Visit our Tai Po store now!

Address: G/F, Central Plaza, 51-59, Kwong Fuk Road, Tai Po

### Service Hours:

Monday to Friday: 9:00 am – 6:00 pm | Saturday: 9:00 am – 1:00 pm

Closed on Sunday & General Holidays

PAPERLESS LOVE

150,000 users newly opted for eBill

Together, take a step forward for Hong Kong's nature

While small changes may not always be noticeable, the impact they deliver over months and years can be significant. In 2024, over 150,000 CLP customers were newly enrolled for eBill — just this small change preserved over 100 trees for the planet! We have also arranged for new eBill users to adopt 100 local native tree seedlings, thereby stepping up to help preserve the precious ecology of our forests.

Planting native forests in Hong Kong has far-reaching significance. By planting more local native tree seedlings, we can enrich the biodiversity in Hong Kong's country parks and provide a variety of food sources and habitats for wildlife.

In 2025, we are committed to promoting sustainability and encouraging more users to switch to eBill. Your support is vital, and you are cordially invited to sign up for eBill, thus committing to a low-carbon lifestyle with us. Current eBill users are also encouraged to invite family and friends to sign up for eBill.

## Check in with the CLP App

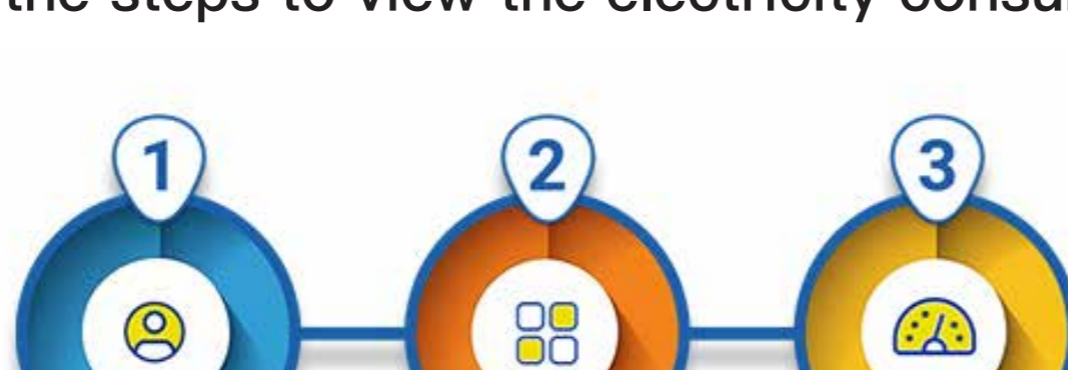
Stay connected with energy-saving every day

**Q** How can I learn about the daily electricity consumption in my home?

**A** To get your most up-to-date electricity use figures, you can track them efficiently with the CLP App.

After logging in, customers with smart meters can read timely consumption data, including daily and per-bill data, as well as their daily and hourly data on electricity usage. Non-smart meter users can review per bill, and each bill contains details of their electricity consumption.

Follow the steps to view the electricity consumption:



Log in CLP One account

Select 'Discover' on the right bottom corner

Select 'View Consumption'

The electricity usage checking function is a great way to save energy. It not only visualises the usage data in charts and graphics but also helps you to analyse the trend of your individual electricity consumption so you can become aware of your energy usage at a glance. With the customised consumption alert feature, you will receive a notification, providing you with a timely reminder of any surge in power usage.

Equipped with these useful functions, you can become a "King Saver" in energy consumption from now on.