

## CLP's Electricity Subsidy Program Now Open for Applications

### Vowing Support to Needy Families

All For You

CLP is committed to promote energy saving and decarbonization. This year, we are launching HK\$240 million from the CLP Community Energy Saving Fund to promote decarbonization and care for the community. These initiatives include electricity subsidies for low-income families and a program to replace window-type inverter air conditioners.

These initiatives are designed to empower individuals facing hardships. Take Ms. Wu, for instance—a visually impaired woman who has lost sight in her left eye and navigates life with resilience. After successfully securing the electricity subsidy, she can now enjoy dining out with friends, reinvigorating her daily life, and restoring her hope.

Ms. Wu's inspiring story is just one among many. Mr. Lee also benefited from the electricity subsidy last year. With the extra financial relief, his son's learning environment has been enhanced, opening doors to a brighter future.

This year, we are relaunching the CLP Electricity Subsidies for Underprivileged Families Program (Application Period: 18 March 2025 – 31 July 2025). This essential program will provide electricity subsidies of HK\$600 to 50,000 underprivileged families and HK\$1,000 to 20,000 tenants of subdivided units. Additionally, we are excited to introduce the Inverter Air Conditioner Replacement Subsidy Scheme to assist underprivileged households in replacing traditional window-type air conditioners with energy-efficient inverter models. This initiative will benefit around 1,200 households by significantly lowering their energy expenses.

## Must-read Tips for Energy-saving Dehumidifiers

Energy-saving Tips

Hong Kong's humid weather makes dehumidifiers a household necessity to combat dampness. However, running a dehumidifier for extended periods can consume a lot of electricity. How can you save energy while using one?

### Clean the Filter Regularly

One of the best tips to keep your dehumidifier working efficiently is to clean it regularly. Cleaning the dehumidifier, especially the filter, can prevent the airflow from blocking, making the dehumidifier operate at its best and keeping energy consumption low.

### Close Doors and Windows—It's That Simple

When using a dehumidifier, leaving doors and windows open allows outdoor moisture to enter, affecting both the speed and effectiveness of dehumidification. Always close doors and windows. This simple action significantly reduces energy consumption.

### Use a Fan with Your Dehumidifier

For large living rooms or spacious areas, consider using a fan or circulating fan alongside your dehumidifier. Fans help to improve indoor air circulation, speeding up moisture removal and enhancing energy efficiency.

ENERGY LABEL 能源標籤	
more efficient 效益較高	
1	
2	
3	
4	
5	
less efficient 效益較低	
Annual Energy Consumption (kWh) 每年耗電量 (千瓦時) Based on 100 hours operation at 30.1 °C and 60% relative humidity 以耗電100小時及相對濕度60% / 溫度30.1°C計算	86
Dehumidifying Capacity (litres/day) 抽濕量 (公升/天)	12.1
Energy Factor (litres/kWh) 能源效率 (公升/千瓦時)	2.57
Dehumidifier 抽濕機	ABC
Brand 品牌	東芝
Model 型號	UR-D80D123 / 2020
Reference Number/Year 參考編號/年份	XVZ
Information Provider 資料提供者	東芝電器
機電工程署 EMSD	

### How to read the energy label

A model with Grade 1 energy efficiency rating consumes 40% less electricity than Grade 5 models.

Check the annual power consumption when comparing two Grade 1 models.

A higher dehumidification capacity means faster moisture removal.

The higher the Energy Factor (EF) value, the more energy-efficient the device.

## Earn Domeo Points with the CLP App! Redeem your rewards in the 80 Points Zone

CLP Rewards

With CLP's Power Connect program, saving money has never been easier! Our handy tips help you Earn Domeo Points like cash and give you access to our newly launched 80 Points Zone, where you can find fantastic rewards!

The 80 Points Zone features up to 45 different rewards, including coupons from KFC and Coca-Cola, self-service laundry vouchers, and electric car charging offers — all available for just 80 Domeo Points!

Earning points is super simple! Activate and link your CLP One account to your Domeo account, and you'll earn 500 Domeo Points right away. Don't forget to join the Eco Fun mini games to earn up more points.

Get ready to earn exciting rewards! You can earn 11 points per day, and rack up to 250 points by leveling up in "Eco Fun" or by joining the fun for 18 consecutive days!

Sign up for our eBill alert, and you'll score 500 Domeo Points right off the bat. Keep the rewards rolling in with an additional 100 points for each new eBill alert!

## Empowering Electric Vehicles' Drives towards a Low-carbon Journey

All Things Low Carbon

With the increasing adoption of electric vehicles (EVs), there are now over 10,000 chargers available for public use across Hong Kong. They offer a variety of charging options, including standard, medium and quick chargers to cater different needs. Additionally, home charging is another convenient option for EV users.

Over the past few years, CLP Power has provided one-stop technical support and customer services to support the Government's EV-charging at Home Subsidy Scheme (EHSS). Our services include a free preliminary assessment of power supply capacity, technical consultations on the upgrading power supply equipment in existing residential buildings, and advice on the installation of electricity meters. We have also organised technical seminars for EHSS consultants and contractors, as well as briefings on meter applications for car owners in private housing estates to expedite the installation of EV charging infrastructure.

As of end of February 2025, the installation of EV charging-enabled infrastructure for 70 private residential buildings and housing estates were completed, covering about 14,000 car parking spaces. Our largest project to date, The Harbourside, has successfully installed EV charging-enabled infrastructure for over 860 car parking spaces with our support.

## Forget your password and login ID again? Recover your CLP online account in 4 easy steps

AI Customer Service Mailbox

**Q** If I already have a CLP online account, do I need to apply for a CLP One account again?

**A** If you already have a CLP online account, you do not need to apply for a CLP One account. You can simply log in to your CLP One using your previous method, and the activation process will be completed automatically.

If you previously logged in with a password but have forgotten your login password or ID, you can follow these steps to reset or retrieve.

1. Click "Use Login ID & Password" from the login screen.
2. Click "Forgot Password" or "Forgot login ID".
3. Enter your 11-digit CLP account number and click "Submit".
4. The system will send a relevant message to the email address you previously registered. Remember to activate the password reset link in the email within 1 hour. If you want to retrieve your login ID, the system will send your login name via email.

For added convenience, you can set up biometric authentication on. Use your smartphone's Face ID or Touch ID feature for quick and easy log in, so you won't have to remember so many passwords anymore.