

CLP 智易生活 SmartE Living  
Helps Seniors Live Smarter



All For You

As Hong Kong's population continues to age, ensuring our elders can enjoy a great quality of life is more important than ever. At CLP committed to giving back through different services, which is why we've just launched our SmartE Living initiative to provide a full range of support tailored for the silver generation. We help seniors integrated technology in their daily lives, enabling them to enjoy its full convenience and benefits.

This initiative brings together resources across multiple platforms to serve the senior community. Online, we've prepared easy-to-follow CLP App guides for the elderly and introduced a large-font mode in the app, making digital services more accessible. On the Domeo Points platform, we've rolled out the "Smart Silver Rewards" home and electrical appliance series so that seniors can redeem products they love at special prices.

Offline, we've improved accessibility by installing barrier-free facilities at all CLP Customer Service Centres. With our professional Elderly Care Ambassadors on-site, customers get immediate help for any questions. We've also set up a dedicated support hotline to assist with any queries about using the CLP App.

Home Charging Smart Hour  
EV Residential Time of Use Tariff



All Things Low Carbon

All for you. All in for Green. CLP's "Electric Vehicle Residential Time of Use Tariff" offers electric vehicle (EV) customers a more flexible charging option, allowing you to enjoy discounted energy charge and conveniently charging your EV at residential car parking lots.

What is the "EV Residential Time of Use Tariff"?

Customers who charge their EVs during the "Off-peak Period", which runs from 11:00 pm to 4:00 pm the following day (a total of 17 hours), can enjoy discounted energy charge\*. The remaining hours fall under the "On-peak Period" rate. You can choose to apply for this plan based on your personal charging behaviours, or continue using the existing fixed-rate tariff for EV charging, known as the "Electric Vehicle Tariff".

How to enjoy the benefits?

Apply for the installation of an independent smart meter and register for the "EV Residential Time of Use Tariff". We will notify you of the application result via email. Once successfully enrolled, you can charge during off-peak period to enjoy discounted rate. You can also use your EV or charger's pre-set functions to schedule charging times, so you won't miss the off-peak window.

Easy Energy Management

Download the CLP App to monitor your electricity usage anytime, anywhere. You can also use the online "Bill Calculator" on CLP Power website to estimate your EV charging costs and plan your expenses with ease.

\*Terms and conditions apply.

Pay Your Bill with FPS via Standard Chartered & Unlock New Shopping Perks!

Paying your electricity bill with FPS just got more rewarding. You'll have a chance to win up to 50,000 Domeo Points in each billing cycle and get a variety of rewards. If you're a CLP customer with a Standard Chartered account, pay your CLP electricity bill between 2 October 2025 and 31 January 2026 using any of the methods below to earn up to three lucky draw entries each time:

- Scan to pay with FPS via the SC Mobile App
- Use the CLP App's App-to-App FPS feature linked to the SC Mobile App
- Pay your bills through SC Mobile App or Standard Chartered Online Banking under "Pay Bills"

Bonus entry: First-time FPS registration with your Standard Chartered account during promotion period will get one extra lucky draw chance! Each eligible user can earn up to 10 lucky draw entries throughout the promotion period.

Winners will receive 50,000 Domeo Points to redeem for a variety of home appliances, vouchers and other goodies on the Domeo website. You can even use your points to get the latest iPhone 17 or a Dyson vacuum at special member prices!

CLP Rewards

Community Watch & Care Service Pilot Programme



CLP Activity Highlights

CLP is committed to putting customers first and caring for our community. Since the launch of the Community Watch & Care Service Pilot Programme last June, we have partnered with nine social welfare organisations and the Hong Kong Housing Society to provide innovative support services to nearly 300 elderly and community members. Applying smart meter data analysis and AI technology, we help organisations identify potential anomalies and emerging care needs with higher accuracy, enabling them to arrange timely support or intervention. The first phase of the programme has been completed, yielding significant and encouraging results over a period of more than one year.

To extend this spirit of community care, we recently held a launch ceremony at Hang Hau Community Hall in Tseung Kwan O. The event was officiated by Mr Chris Sun, Secretary for Labour and Welfare, together with CLP senior management and industry partners. The ceremony marked the start of the programme's second phase which will extend the support network to include elderly households and other individuals in need. Moving forward, we will continue to combine smart technology with community resources and collaborate with more organisations to watch over and care for every member of our community.

CLP's Eco-friendly, Inclusive Events Bring Communities Closer



Green Activities

CLP is committed to connecting communities and promoting care, inclusion, and environmental conservation. Through a variety of events, we help vulnerable groups feel valued and supported, while also contributing to a greener planet. Let's take a moment to appreciate September's events, which received overwhelmingly positive responses and fostered meaningful connections across the community.

Crafting with Care: Eco-Friendly Workshop for the Visually & Hearing Impaired

In collaboration with local social enterprise Eco-Greenery, we held a Coffee Grounds Mosquito Repellent Making Workshop. We invited visually and hearing-impaired baristas from the Hong Kong Society for the Blind and Domeo members to transform recycled coffee grounds into natural mosquito repellent. The workshop offered participants a meaningful way to explore eco-living in a creative and inclusive environment.

Meals with Meaning: Spreading Love to the Elderly Community

Together with Gingko House, our dedicated volunteers visited elderly residents to deliver care packages and mooncakes, spreading festive cheer and companionship. We also delivered nutritious meal boxes to seniors in need, sharing warmth and support during the Mid-Autumn Festival.