



All For You

Enjoy the Cultural and Ecological Beauty of Tai O with Different Communities

This January, we partnered with the Tai O Cultural and Ecological Integrated Resource Centre and invited Gingko House for an inclusive journey filled with local warmth and natural charm.

During the event, participants strolled through the narrow lanes of Tai O, admired the unique stilt houses, and listened to local residents share stories about the community, gaining deeper insights into its history and architectural heritage. They also enjoyed hands-on experiences making mochi and watched tofu pudding being made, learning the wisdom behind traditional cooking methods.

Finally, everyone boarded a small boat in search of the Chinese white dolphins, embracing the serenity of nature. This activity was not only a cultural exploration but also a heartwarming experience that fostered interaction and inclusion, helping participants better understand Tai O's culture and ecological environment while raising awareness of cultural preservation and environmental protection.



Energy-saving Tips

Save space and stay comfortable
all-year-round
with the right reverse-cycle AC

Hong Kong's winters have seen some cold days in recent years. Many people consider buying heaters but hesitate because they are only used for a few days. This is why a reverse-cycle air-conditioner could be your ideal choice. It offers both cooling and heating functions. Continue reading to find out the key factors to consider when selecting one.

Highest Cooling Efficiency ≠ Highest Heating Efficiency

The energy label on a heat pump air conditioner shows separate energy efficiency ratings for cooling and heating.

The Electrical and Mechanical Services Department (EMSD) website lists the Cooling Seasonal Performance Factor (CSPF) and Heating Seasonal Performance Factor (HSPF) for all models available in the market. The higher the number, the better the cooling or heating efficiency.

Remember: The highest cooling efficiency does not necessarily mean the highest heating efficiency. So, when choosing a model, make sure it matches your actual needs — whether you prioritise cooling, heating, or both.

Adequate Airflow for Your Household Size

Many users run their air conditioners for longer hours in the summer, especially in households with more people. Pay attention to the airflow capacity when selecting a unit for you. If the airflow is too low, it might not be cooling enough during the summer days.



CLP Rewards

Enjoy a HK\$20 Yata e-coupon when you pay your bill via PPS with one-click access from the CLP App!

Want to pay your electricity bill and earn shopping vouchers at the same time? It's simple — just pay your CLP electricity bill via PPS in the CLP App!

From now until 15 March 2026, customers who pay their CLP electricity bill via PPS in the CLP App[#] can register to receive a HK\$20 Yata e-coupon*. The steps are simple, so follow along now!

4 simple steps to pay & register for rewards:

1. Download both the CLP App and the PPS App.
2. Log in to the CLP App and tap "Billing & Payment".
3. Tap "Pay Bill" and select PPS.
4. Link to the PPS App, then enter your CLP account number and mobile number in the registration section and complete your payment.

Once all the steps are completed and your information is verified, a HK\$20 Yata e-coupon will be sent to your registered mobile number via MMS within 8 weeks.

[#]Each CLP electricity account number or PPS account is eligible to participate only once during the promotional period.

[#]Customers who were awarded the HK\$20 Fairwood coupon in "PPS App x CLP App HK\$20 Fairwood e-coupon" promotion from 1 Nov 2024 to 30 Jun 2025 (both dates inclusive) are not eligible to participate in the Promotion.

*Limited quantity, on a first-come, first-served basis, while stocks last.
*Terms and conditions apply.



All Things Low Carbon

Battle of the Energy-Saving Masters: Best Rewards this year, 80,000 Domeo Points Await!

Who knew you could earn extra perks while saving energy by joining the Annual Saving Reward Programme? As long as you are a Power Connect member, you are automatically signed up for the Reward Programme. It is that simple!

To become the ultimate energy-saving master of the year, you will need to be a true energy-saving expert. The more you save, the more you earn. Eligible users* with the highest energy-saving percentages will receive generous rewards! The top 100 will receive 80,000 Domeo Points, while those ranked 101–1,000 will receive 500 Domeo Points. Users can redeem their Domeo Points on the Domeo Rewards platform for a variety of attractive prizes, including vouchers, dining offers, electronic products, and more!

*Energy-saving percentage is calculated by comparing the electricity consumption (based on average daily usage) of a registered electricity account from 1 January to 31 December of the current year with the same period in the previous year.

*Participants must activate their CLP One account and link it to their Domeo account to view and use Domeo Points.



AI Customer Service Mailbox

Changed Your Email or Phone Number? Let Us Know! Simple Steps to Update Your Details

Q I recently created a new email address and would like to use it to receive updates from CLP. What should I do to make the switch?

A You can use the CLP App and log into your CLP One account to update your personal details and contact information by following these steps.

To update the email or mailing address used for receiving e-bill notifications or CLP updates:

1. After logging in, tap the "Profile" icon in the top-left corner. Select "Notification Settings". Next to the Primary email address/Postal address, tap "Edit" and enter your new email/ mailing address* in the blank field.
*If you're updating your mailing address, you're all set here. If you wish to update your email address, one more step is required.
2. A one-time password (OTP) will be sent to your new email address. Enter the OTP as instructed, then tap "Verify OTP" to complete the update.

To update the email address or phone number used for logging in:

1. After logging in, tap the "Profile" icon in the top-left corner. Select "Personal details". Next to the Email/Mobile number field, tap "Edit" and enter your new email address/phone number.
2. A one-time password (OTP) will be sent to your new email address/phone number. Enter the OTP as instructed, then tap "Verify OTP" to complete the update.

Whenever you change your email or get a new phone number, remember to update your contact details in the CLP App so we can send you the latest billing information and offers every month!