



Silver Digital Mentors

Enriching Lives Through Teaching and Learning



All For You

With technology evolving so quickly these days, many elderly friends may feel a bit hesitant — worrying they won't be able to pick it up or keep up. CLP's Smart E Living Programme teamed up with the Christian Family Service Centre to launch the "Smart E Digital Star" programme. We enlisted a group of tech-savvy seniors to become digital mentors, teaching other seniors practical tech know-how — all through peer-to-peer learning, so the pressure stays low.

Under the programme, the Smart E Digital Stars help run mobile phone classes for seniors and also visit CLP Customer Service Centres to assist other elderly customers in learning how to use the CLP App. It's only natural for older learners to worry about falling behind, but with mentors closer to their own age, there's more common ground and easier communication, making the whole learning experience much less daunting.

16 Smart E Digital Stars don't just receive professional CLP customer service training — from now through to the end of 2026, they'll also be serving the public at all five CLP Customer Service Centres from time to time. They've all shared that teaching others has taught them so much too — and they're finding it fulfilling and enjoyable. You'll easily spot them in their uniforms and "Smart E Digital Star" name badges. So if you're passing by one of our centres, do pop in, say hello, and give them a cheer!



Undersized AC in a 70 sq ft Room?

Your Inverter AC Could Be Wasting Energy!



Energy-saving Tips

Inverter air conditioners have become many households' best friends for beating the summer heat. But how do you pick the right one? Let's walk through an example to see how it's done!

Mr. Chan, his wife, and their son live in Kowloon City — a family of three looking to replace the AC units in both the living room and their son's bedroom. When choosing an air conditioner, the size of the space is key to working out how much horsepower you need. For a living room of around 110 sq ft, a 1.5 hp unit should do the job nicely. But there are other factors to consider too — like how many people are usually in the room, whether the room faces west and gets direct afternoon sun, and the size of the windows. Take their son's 70 sq ft bedroom as an example, normally a ¾ hp unit would be more than enough, but because the room faces west and has large windows, it gets seriously hot in summer. A 1 hp unit is actually a better fit.

But what if Mr. Chan went with a ¾ hp inverter AC for his son's room instead? What could go wrong?

The room could easily end up not being cool enough and wasting electricity. When the cooling power can't keep up with the actual demand, the inverter AC has to run at a higher output for much longer. It may not even reach the target temperature effectively, and its energy efficiency can drop — meaning it ends up using more power than expected. In other words, it becomes a real energy guzzler.



Beware of Scam Emails:

Log in to the CLP App to Check Your Bills Anytime

Cyber Security Information

Recently, fake CLP electricity bill emails have been circulating online. Scammers falsely claim that your bill is overdue, trying to trick you into handing over your personal details, CLP account number, and credit card information.

If you receive a suspicious email, here's what to keep in mind:

1. Official CLP emails only come from these domains: @clp.com.hk, @mail.clp.com.hk, or @info.clp.com.hk. If the domain looks off — like extra letters or a different web address — it's a fake.
2. CLP will never ask for sensitive info like passwords, credit card numbers, or bank account details through a link.
3. Scam websites will try to rush you into entering your details to settle an "overdue" bill, using urgent words like "overdue" or "penalty" to lure you in. If you come across a suspicious email, stay alert.

If you do land on a shady page, remember don't click any buttons or links, and don't enter any personal info — otherwise you could end up out of pocket.

The safest way to check your bill, make a payment, or view your electricity usage is to download and log in to the CLP App.



Power Kid Turns 10!

New AI Animation and Reading Pen Series Are Here

All Things Low Carbon

To celebrate Power Kid's 10th birthday, we've launched a brand-new AI animated cartoon video! Lululu, YY Boy and Prof K are getting ready to celebrate Power Kid's birthday, but an unexpected and magical adventure suddenly unfolds. The four friends embark on a journey through a time tunnel, revisiting memorable milestones from the past decade. Filled with laughter and surprises, it's a heartwarming journey for both children and parents to enjoy together!

In addition to the new animation, CLP has also introduced a new Reading Pen Series, featuring two audio storybooks: Low-carbon Living and The Importance of Electricity. Through the interactive reading pen, children can explore energy-saving and low-carbon concepts when reading storybooks. This Reading Pen Series will be distributed free of charge to kindergartens across Hong Kong in the new school year, bringing interactive learning experiences into the classroom.

We have also upgraded the Low-carbon City Planner digital board game with a new online multiplayer feature. Children can now team up with friends to build renewable energy facilities, recycle resources, and build their own low-carbon city together.



Exclusive Offer for

New Move-Ins Within 1 Year:

Register for Autopay and Get 30% Off Your Deposit!

CLP Rewards

Moving into a new place comes with loads to sort out — so ePay Boy has a little welcome gift for all our new move-in customers: an exclusive offer for those who've moved in within the last year — 30% off your electricity deposit!

If you've moved house in the past 12 months, simply sign up for bank autopay to pay your electricity bill and you'll instantly unlock this fantastic 30% discount. The discount amount will be automatically credited back to your electricity account — no need to make a trip to the bank or sort it out online. That means you can use your funds more flexibly, whenever you need them.

Alipay Perks for Both New and Existing Users

Besides Autopay, you can now enjoy rewards when you pay your CLP bill via AlipayHK App! From now until 30 September, new users who register and pay their CLP bill via AlipayHK App will receive a HK\$30 welcome offer. Existing users can also enjoy a HK\$10 discount when paying through the App. What's more, if you pay bills via AlipayHK App and reach the designated spending amount in July, you can earn extra rewards of up to 3,000 A Points!