



All For You

With extreme heat, super typhoons and intense rainfall becoming the “new normal”, CLP Power has already made proactive preparations to safeguard supply reliability. We continue to strengthen monitoring of the power grid and power equipment, and have put in place a series of preventive and contingency measures.

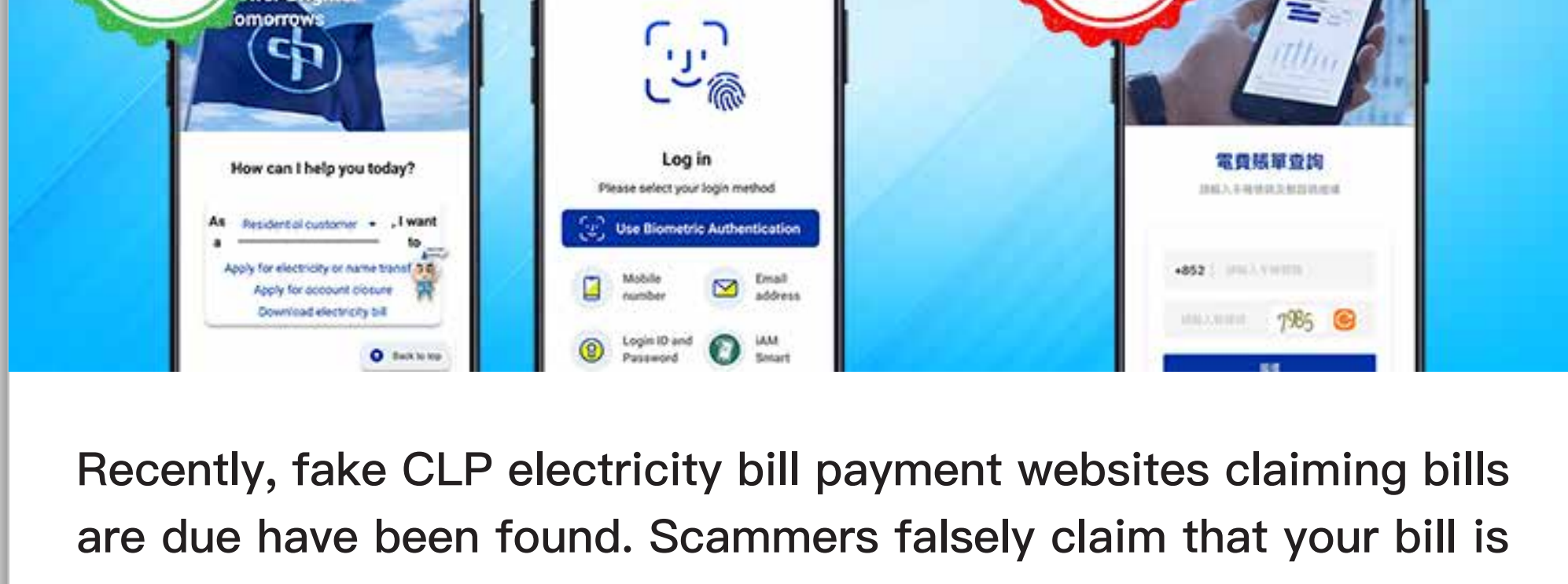
CLP Power’s engineering teams stay prepared at all times. In addition to strengthening the inspection and maintenance of power facilities, including power stations, the System Control Centre, critical substations and overhead line installations, CLP Power continues to improve the resilience of its power infrastructure against extreme weather. Last year, more than 200 flood gates and related facilities were installed at substations with higher risks of flooding.

To address the risk of lightning strikes, CLP Power is further reinforcing lightning protection systems at power stations and installing additional lightning arresters on critical overhead transmission lines and towers to enhance protection against lightning.

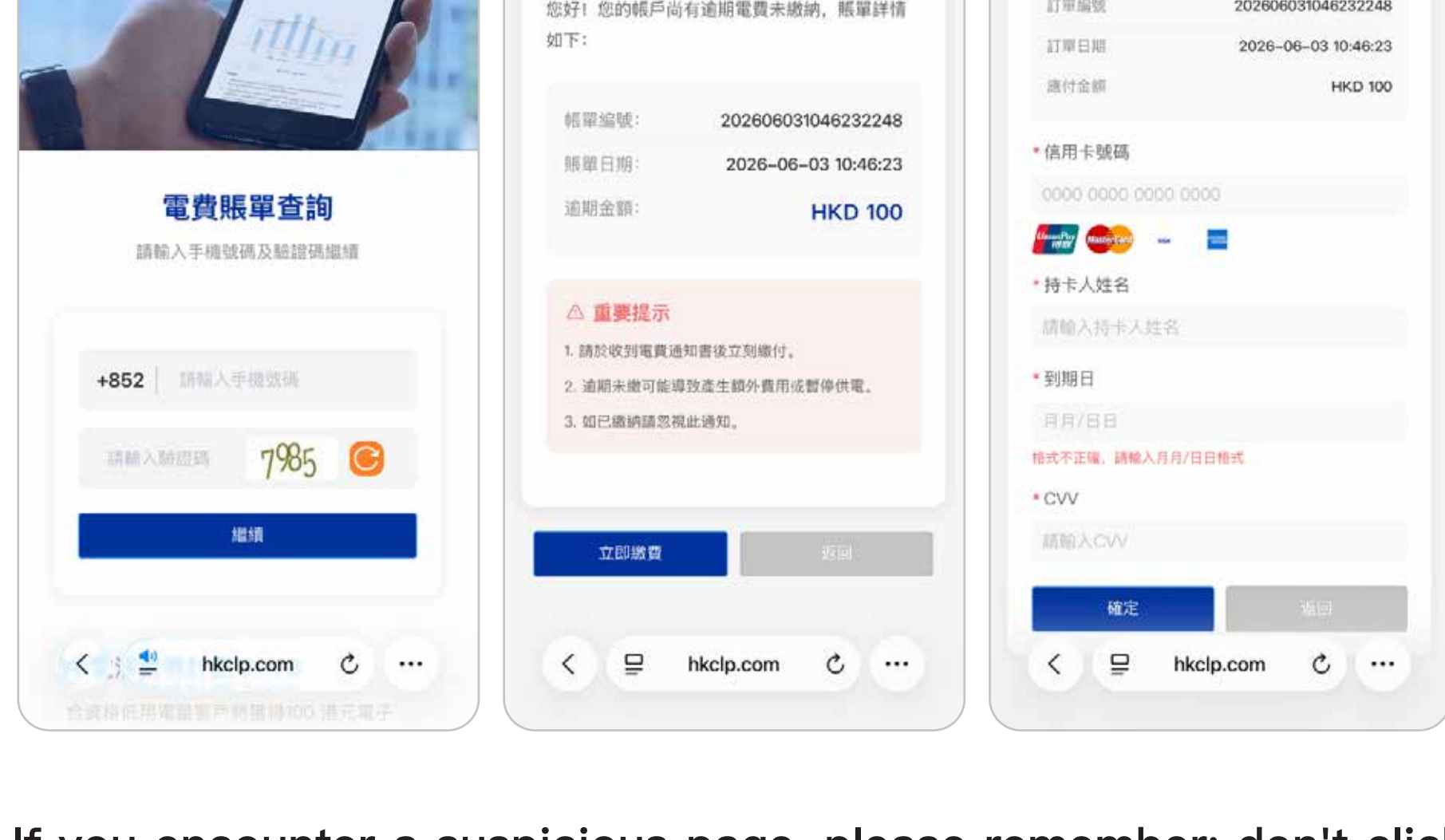
CLP Power also continues to provide professional customer services. The 24-hour emergency hotline service provides timely assistance to customers. The CLP Power’s Community Support Team is also fully prepared, with sufficient manpower, rechargeable lights and portable high-capacity power banks to provide timely and appropriate emergency support.

## Beware of Fake CLP Websites and Protect Your Personal Data

Cyber Security Information



Recently, fake CLP electricity bill payment websites claiming bills are due have been found. Scammers falsely claim that your bill is overdue, trying to trick you into entering your personal and credit card details. These suspicious websites often have a few tell-tale signs — such as immediately asking for sensitive information or using urgent words like “overdue”, “penalty” or “act now” to rush you into falling for the scam. If you come across a page like that, stay alert — don’t let your guard down.



If you encounter a suspicious page, please remember: don’t click any buttons or links on it, and don’t enter any personal information (like your account number, password, or credit card details). Otherwise, your sensitive data could be stolen, which could result in financial loss.

CLP would like to remind everyone that CLP’s official website is: <https://www.clp.com.hk/> (we recommend typing this directly into your browser). If you need to check your bill or make a payment, please do it via the CLP App or the official website to ensure security. You can also enable push notifications in the CLP App to receive more CLP account info.

Online scams keep evolving. The more vigilant you are, the lower your risk. If you’re unsure about the identity of the sender, email [cst@clp.com.hk](mailto:cst@clp.com.hk) or call CLP’s customer service hotline on 2678 2678 to verify. You may also contact our customer service officers via the Digital Ambassador Power Kid on the CLP website or in the app.



CLP Activity Highlights

To encourage intergenerational interaction and digital inclusion, CLP has teamed up with the Vocational Training Council (VTC) and Yan Chai Hospital to launch the “Social Inclusion Programme”. It brings together Gen Z students with Yan Chai Hospital’s elderly participants as “intergenerational partners” to take part in a series of fun, hands-on workshops. From learning about smartphones and AI, energy saving and low-carbon living, scam prevention and cybersecurity, all-electric cooking and nutrition, and sports science, the two generations share skills and learn together, and explore how technology fits into everyday life!

The programme’s kick-off ceremony was held with a fantastic turnout. Alongside senior management from CLP, VTC, and Yan Chai Hospital, students and elderly participants, special guests included Mr. Lam Chiu-ying, former Director of the Hong Kong Observatory, also joined to share how to use the CLP App to check electricity usage and improve energy savings. Joining him was Ms. Louise Lee, who shared nourishing soup recipes and cooking tips, sparking great conversations across the generations. The two guests even joined an energetic stretching session that demonstrated their agility and reflexes. The event concluded with positive energy and plenty of laughter!

At its heart, cross-generational inclusion goes both ways. Many of our elderly friends are more than willing to learn new things — and some pick them up really quickly! When the younger generation is happy to walk alongside them, and the seniors are open to learning, technology becomes the bridge that brings everyone closer together.

CLP will soon be launching a brand-new CLP App feature called “Brain Buddy”, designed for elderly users, including those with early-stage dementia. Through light, fun mini-games, it helps train focus, memory, and logical thinking. Stay tuned!



CLP Rewards

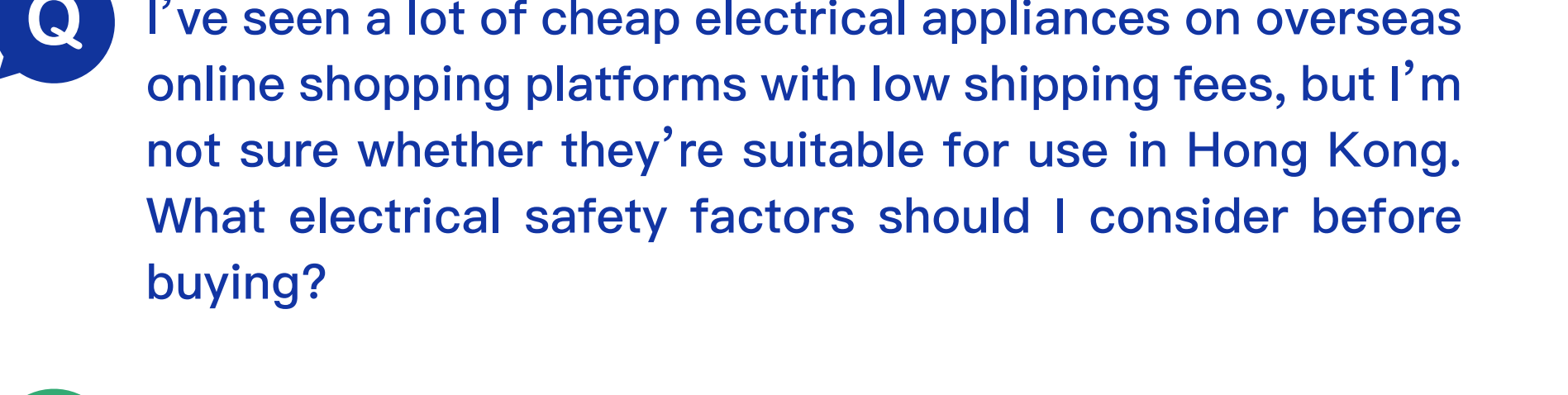
Ever looked up at the night sky and dreamed about what it might be like to be an astronaut? CLP recently took a group of participants to the Hong Kong Aerospace Technology Academy for a tech-filled, futuristic adventure. Through immersive learning, they explored the magic of space technology and AI. The event also welcomed friends from the Greater Bay Area Development Foundation, including children with special educational needs. Everyone was immersed in a learning experience that brought together technology, creativity, and inclusion.

On the day, participants suited up in astronaut gear and used AI technology to create their own personalised astronaut portraits — a real taste of how space technology and AI can come together. Besides snapping lots of fun photos, everyone got to interact up close with the E28, a space AI robot. Through fun, accessible activities, they learned about space technology and sparked their curiosity about the future.

This workshop wasn’t just an unforgettable learning experience — it also helped open up participants’ imaginations to the possibilities of space and AI, all in a relaxed and inclusive atmosphere. Who knows? It might just have planted the first seeds of a space dream.

## Look Beyond Price: 3 Smart Tips from CLP for Choosing Appliances

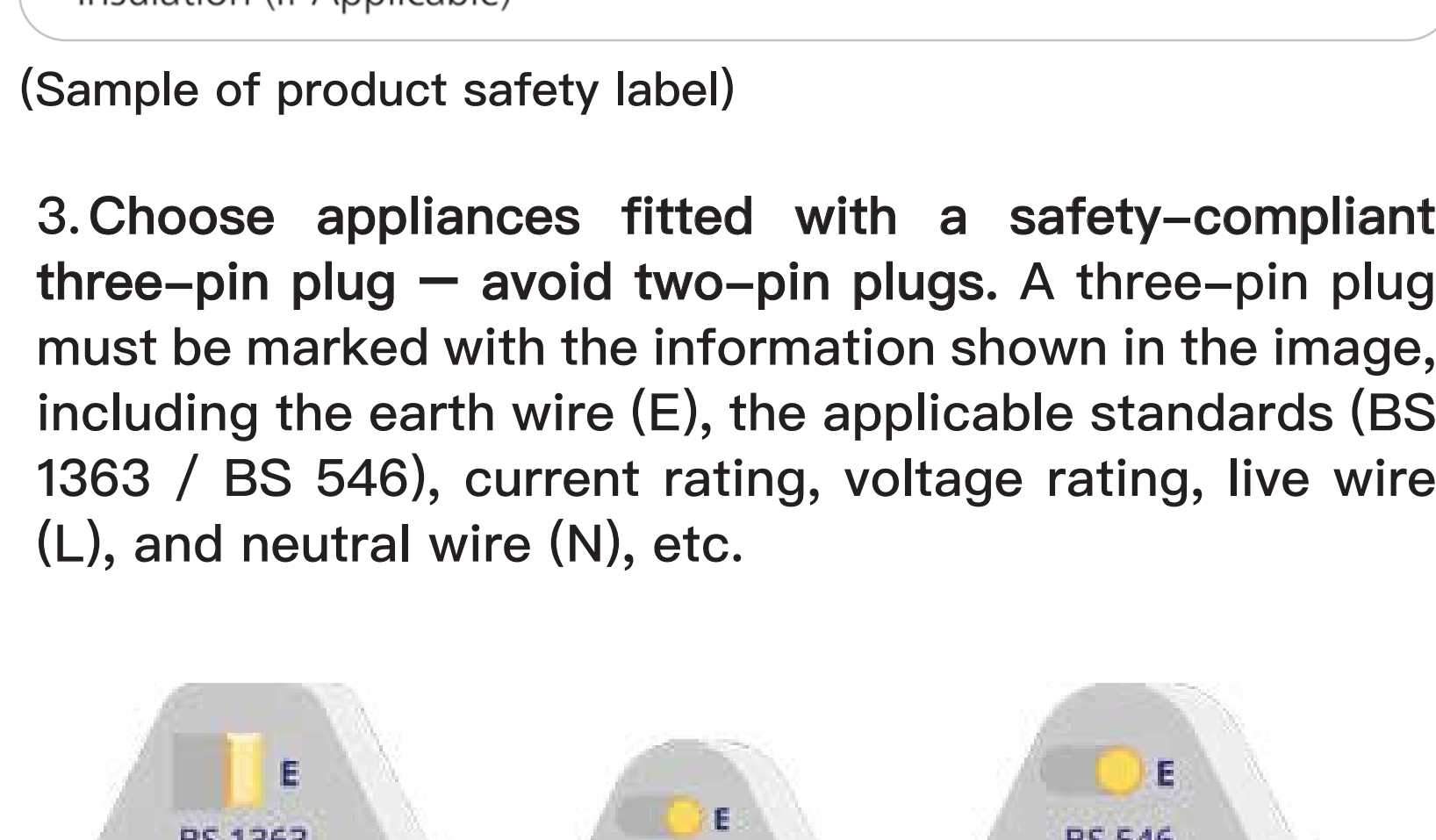
AI Customer Service Mailbox



**Q** I’ve seen a lot of cheap electrical appliances on overseas online shopping platforms with low shipping fees, but I’m not sure whether they’re suitable for use in Hong Kong. What electrical safety factors should I consider before buying?

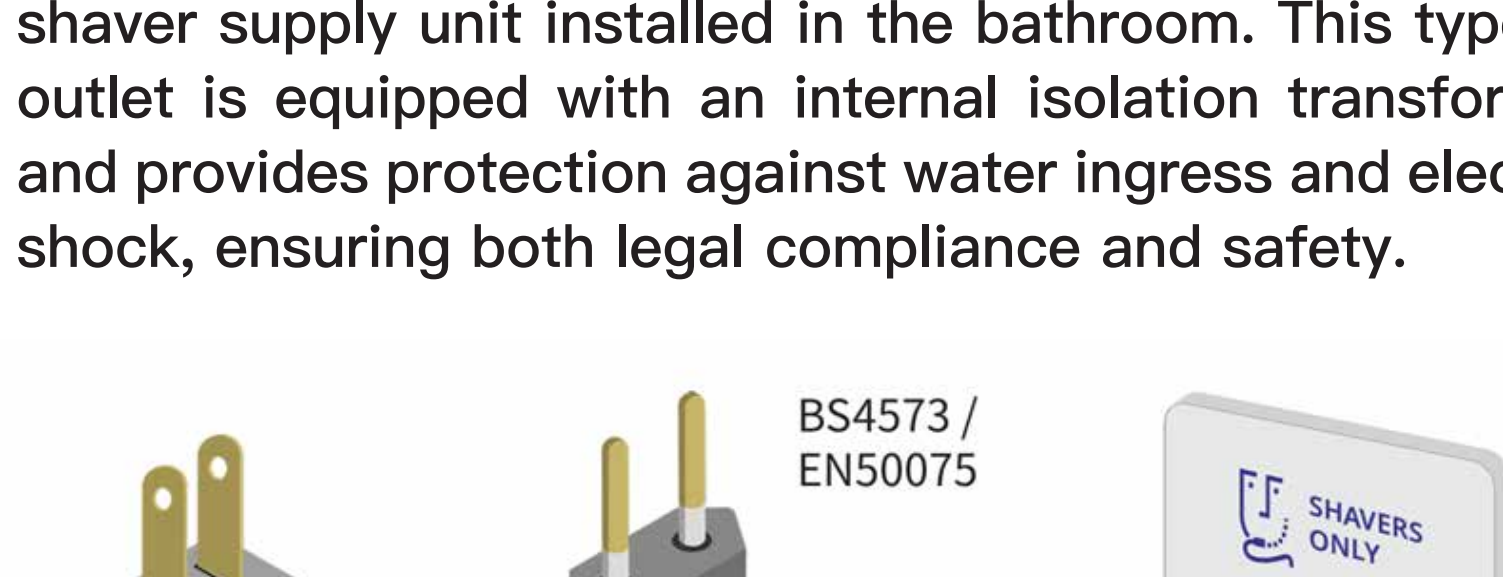
**A** When picking out a new appliance, price matters, of course — but safety matters just as much! Keep these handy tips in mind next time you’re buying, and you’ll be smarter and safer for it.

1. Pick appliances that meet Hong Kong’s legal safety standards. Because Hong Kong’s voltage, frequency and weather conditions can differ from other places, using electrical appliances purchased overseas may increase the risk of overheating, short circuits, or even fire.
2. Look for appliances with the right safety labels. Safety labels (the image below shows an example of a product safety label) are affixed to compliant appliances, their packaging, or instruction manuals. If the appliance doesn’t have proper safety labels, don’t buy it.



(Sample of product safety label)

3. Choose appliances fitted with a safety-compliant three-pin plug — avoid two-pin plugs. A three-pin plug must be marked with the information shown in the image, including the earth wire (E), the applicable standards (BS 1363 / BS 546), current rating, voltage rating, live wire (L), and neutral wire (N), etc.



Do not purchase or use electrical appliances with two-pin plugs unless they are low-current bathroom devices, such as electric shavers, electric toothbrushes, or hair removal devices. Such appliances may only use two-round-pin plugs that comply with BS4573 or EN50075 safety standards, and they must be powered via a dedicated shaver supply unit installed in the bathroom. This type of outlet is equipped with an internal isolation transformer and provides protection against water ingress and electric shock, ensuring both legal compliance and safety.

