



All For You

This year, CLP has allocated HK\$60 million from the CLP Community Energy Saving Fund to relaunch the CLP Retail and Catering Coupons Programme. A total of HK\$100 worth of coupons will be distributed to each of 600,000 eligible households, including residential customers with low electricity consumption* and elderly customers who qualify for concessionary tariff. The programme aims to promote energy saving and decarbonisation across society while injecting momentum into the economy and supporting underprivileged people.

Distribution arrangements for the coupons have been announced on the CLP website. This year, coupons will be issued in an electronic format. Eligible customers with low electricity consumption will receive HK\$100 in eCoupons. Notifications for collection will be sent by post or email starting from early March. Eligible customers under the Concessionary Tariff for the Elderly will receive HK\$100 in physical coupons. These coupons will be mailed to customers in batches starting at the end of March, with all distributions expected to be completed by mid-April.

Beneficiaries can use their coupons from 27 March 2026 to 31 October 2026 on the CLP Domeo rewards platform or spend as cash at nearly 4,000 participating retail and catering outlets, including restaurants, retail stores, electrical appliance shops, laundries, hair salons, pharmacies, and social enterprise retail shops.

*Low electricity consumption refers to a total consumption of 2,400 kWh or less in 2025 (bi-monthly, six bills in total).



Energy-saving Tips

Hello everyone, it's us from "Family Smart" again! Starting this month, we'll be sharing various energy-saving tips with you! It's that time of year again when the humid season is here, and a dehumidifier becomes essential in such weather. Today, we're going to talk about what factors to consider when choosing an energy-efficient dehumidifier!

Energy labels, efficiency, and dehumidifying capacity

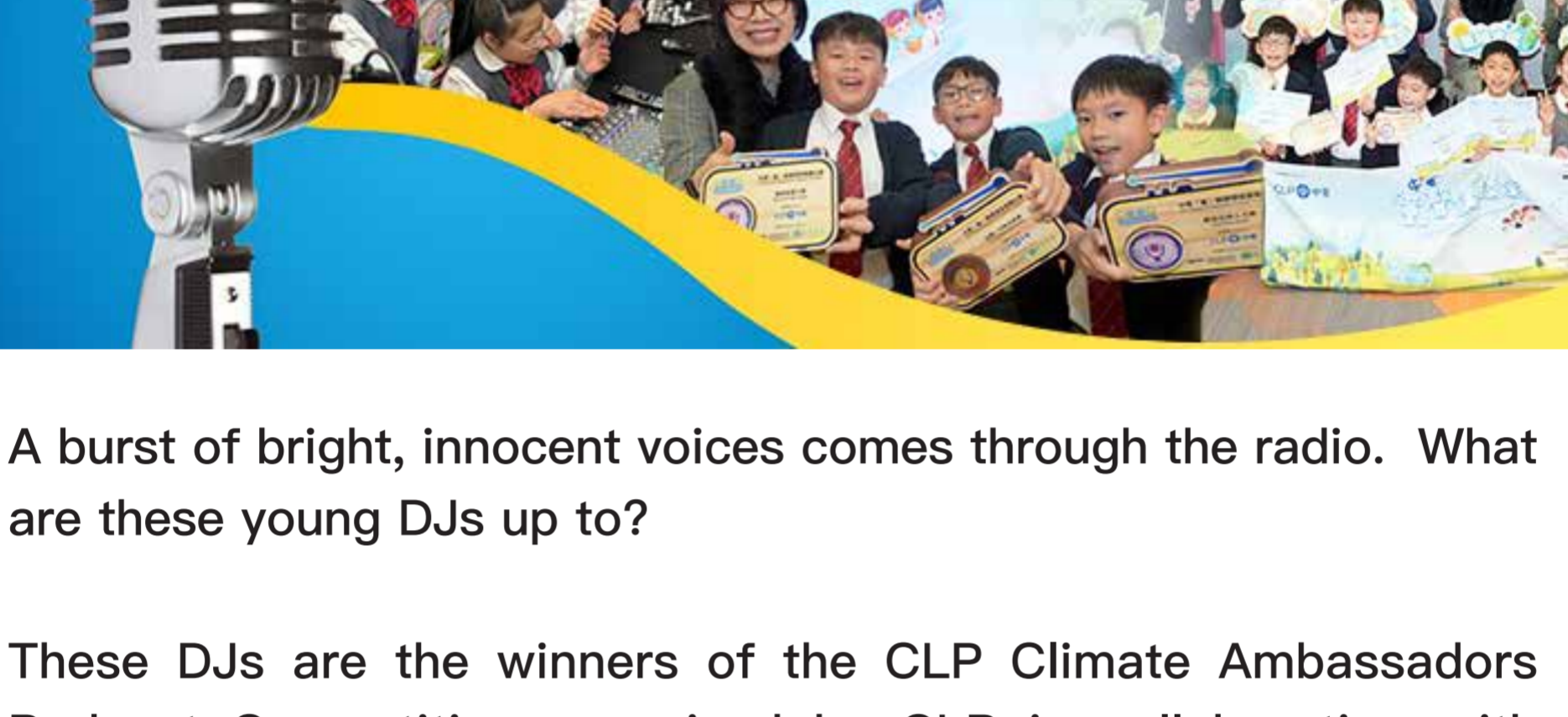
When shopping for a dehumidifier, always check its energy label first. Smart buyers will naturally go for a unit with a Grade 1 energy label — the most efficient rating. If you're comparing models within the same grade, take a closer look at their energy efficiency and dehumidifying capacity. For the same capacity, higher energy efficiency means lower electricity consumption; and the greater the dehumidifying capacity, the faster the unit removes moisture.

Living space and the surrounding environment

If you live in a larger home or in an especially humid environment — say, near the mountains or the sea — go for a model with a higher dehumidifying capacity. It will work faster and more effectively. Avoid using a low-capacity model in a very damp space: not only will it be less efficient, but the compressor will be under heavy strain and could wear out more quickly.

Filter replacement costs

If you're considering a combined air purifier and dehumidifier, remember that its filters need regular replacement. Be sure to factor the cost of replacement filters into your overall budget.



All Things Low Carbon

A burst of bright, innocent voices comes through the radio. What are these young DJs up to?

These DJs are the winners of the CLP Climate Ambassadors Podcast Competition organised by CLP in collaboration with The Green Earth and Metro Broadcast Corporation Limited. Through their creativity and storytelling, they produced podcasts that not only introduce audiences to three key environmental topics including climate change, low-carbon living and renewable energy; but also stood out from more than 100 teams from 47 primary schools.

The children came up with imaginative scenarios to explain complex environmental issues in an engaging way and remind everyone with their sincere voices that protecting the Earth can start with simple and actions in every day. Many small changes can add up to a big impact.

Students from S.K.H. Fung Kei Millennium Primary School took home the championship in the Climate Change category. Using a lively "Cha Chaan Teng" setting and fun conversational exchanges, they helped audiences understand how extreme weather affect our daily life. Meanwhile, two teams from YCH Law Chan Chor Si Primary School became the big winners of the competition, capturing the top prizes in both the Renewable Energy and Low-Carbon Living categories. The three students behind the winning entry "The Green Miracle of Microalgae" handled everything themselves, from research, scripting, to recording. They even conducted experiments to prove that microalgae can generate electricity. It's a truly well-deserved win!



CLP Rewards

Setting up bank autopay for your electricity bill and enjoy great rewards —let CLP ePay Jai tell you all about it!

From now until 31 August 2026, CLP customers who successfully set up bank autopay for their electricity bill payment using a Fubon Bank account for the first time can join the promotion and receive the following rewards:

Customer Category	Rewards
Customers holding Fubon Credit Card	25,000 Credit Card Bonus Points
Customers not holding Fubon Credit Card	HK\$25 Cash Rebate

In addition, if you successfully pay your CLP electricity bill via autopay by 31 December 2026, you can enjoy bonus rewards!

Number of Successful Autopay Transactions	Rewards
1 transaction	<ul style="list-style-type: none"> Customers holding Fubon Credit Card: 10,000 Credit Card Bonus Points Customers not holding Fubon Credit Card: HK\$10 Cash Rebate
2 or more transactions (cumulative)	<ul style="list-style-type: none"> Customers holding Fubon Credit Card: 25,000 Credit Card Bonus Points Customers not holding Fubon Credit Card: HK\$25 Cash Rebate

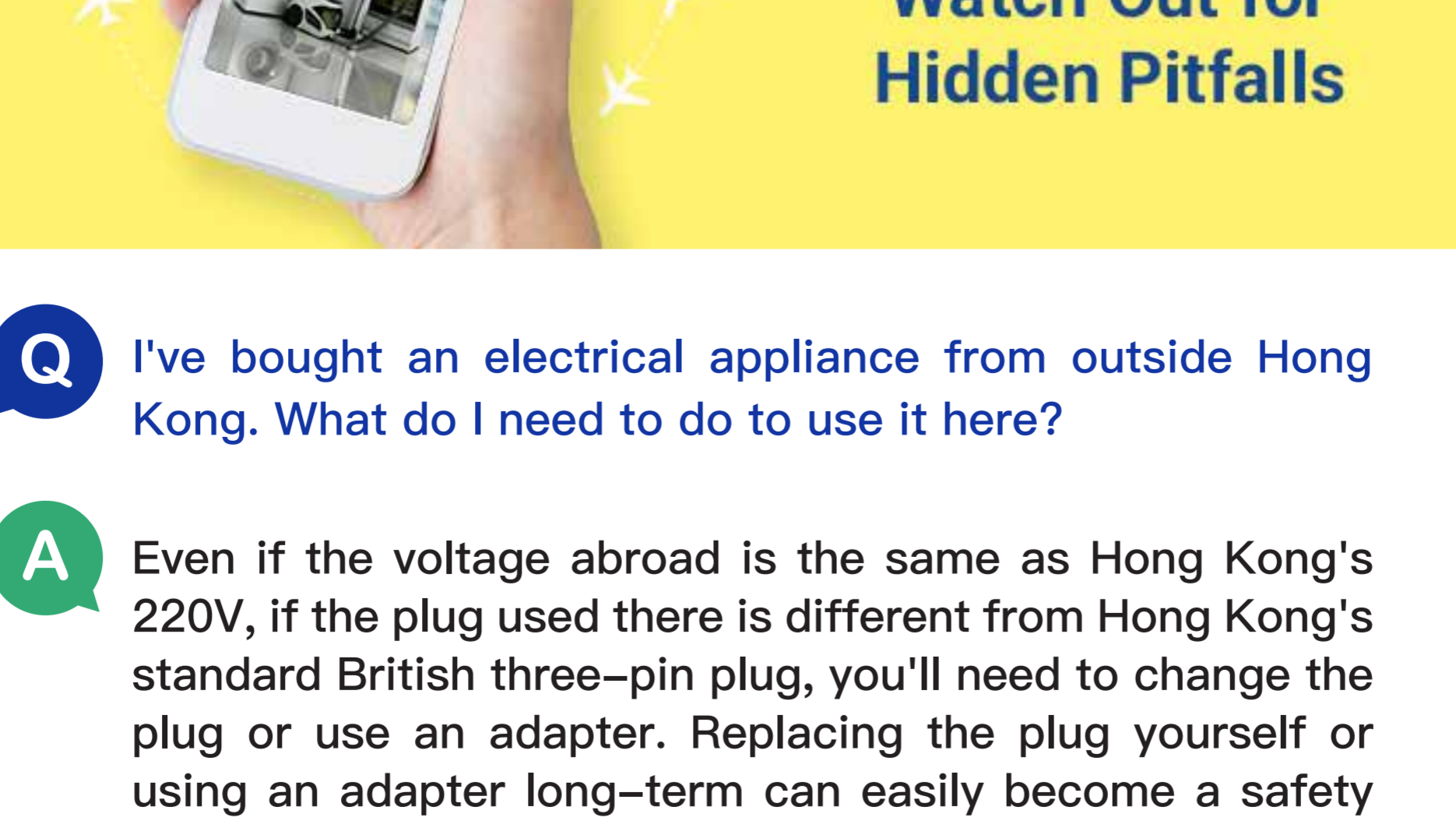
Eligible customers can earn up to 50,000 Fubon Bank credit card points throughout the entire promotion period*!

Apply for autopay in 3 easy steps*:

1. Log in to your CLP One Account via the CLP App or website
2. Click on "Profile"
3. Click on "Online Autopay Application", fill in the form, and submit

*Limited quota applies to this promotion, offer available on a first-come, first-served basis while quota lasts based on successful direct debit authorisation.

#Please allow 4–6 weeks for bank processing of your autopay service application.



All Customer Service Mailbox

Q I've bought an electrical appliance from outside Hong Kong. What do I need to do to use it here?

A Even if the voltage abroad is the same as Hong Kong's 220V, if the plug used there is different from Hong Kong's standard British three-pin plug, you'll need to change the plug or use an adapter. Replacing the plug yourself or using an adapter long-term can easily become a safety hazard—especially with high-power appliances.

Lots of people love buying electrical appliances online, but many products are unbranded or of unknown origin. Aside from the lack of quality assurance, these items may not have passed rigorous safety tests, so we don't recommend buying them.

If you're looking for electrical appliances, it's best to choose suitable models from local, reputable electrical retailers or shops. Not only will they meet Hong Kong's safety standards, but you'll also have better after-sales service and maintenance support so you will have less to worry about!