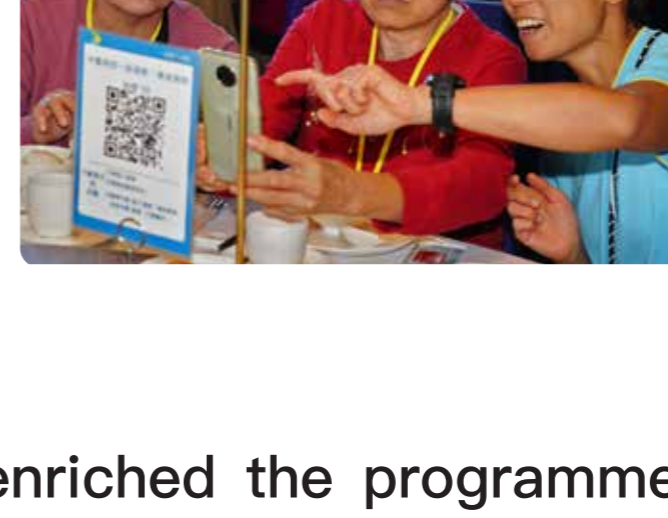


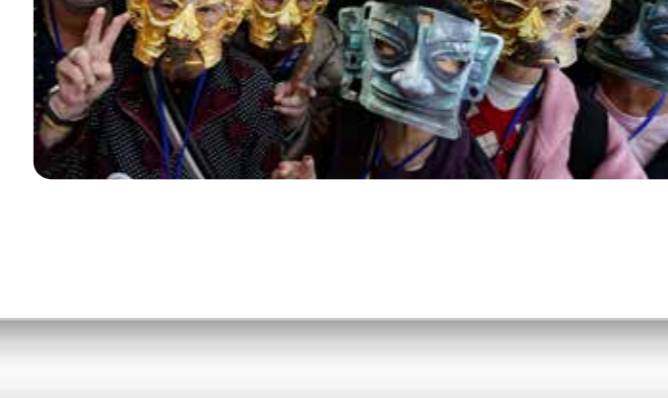
10 Years of “Sharing the Festive Joy” with the Elderly

Since 2014, CLP Power has partnered with non-governmental organisations and local community partners to organise the Sharing the Festive Joy programme. The programme invites the elderly and people in need to spend the festivities such as Tuen Ng Festival, Mid-Autumn Festival and Senior Citizens Day with CLP volunteers to show our care for the community.



Last year, we enriched the programme by organising digital classes for the elderly to learn common mobile applications and arranged visits to the Hong Kong Palace Museum, Cattle Depot Artist Village and Xiqu Centre. During the visits, CLP volunteers accompanied the elderly to complete simple tasks during visits, encouraging them to put into practice what they had learnt in the classes. The volunteers also shared tips on energy saving and power safety with the participants.

The programme celebrates its tenth anniversary this year. CLP volunteers have accompanied over 20,000 elderly people in the past.

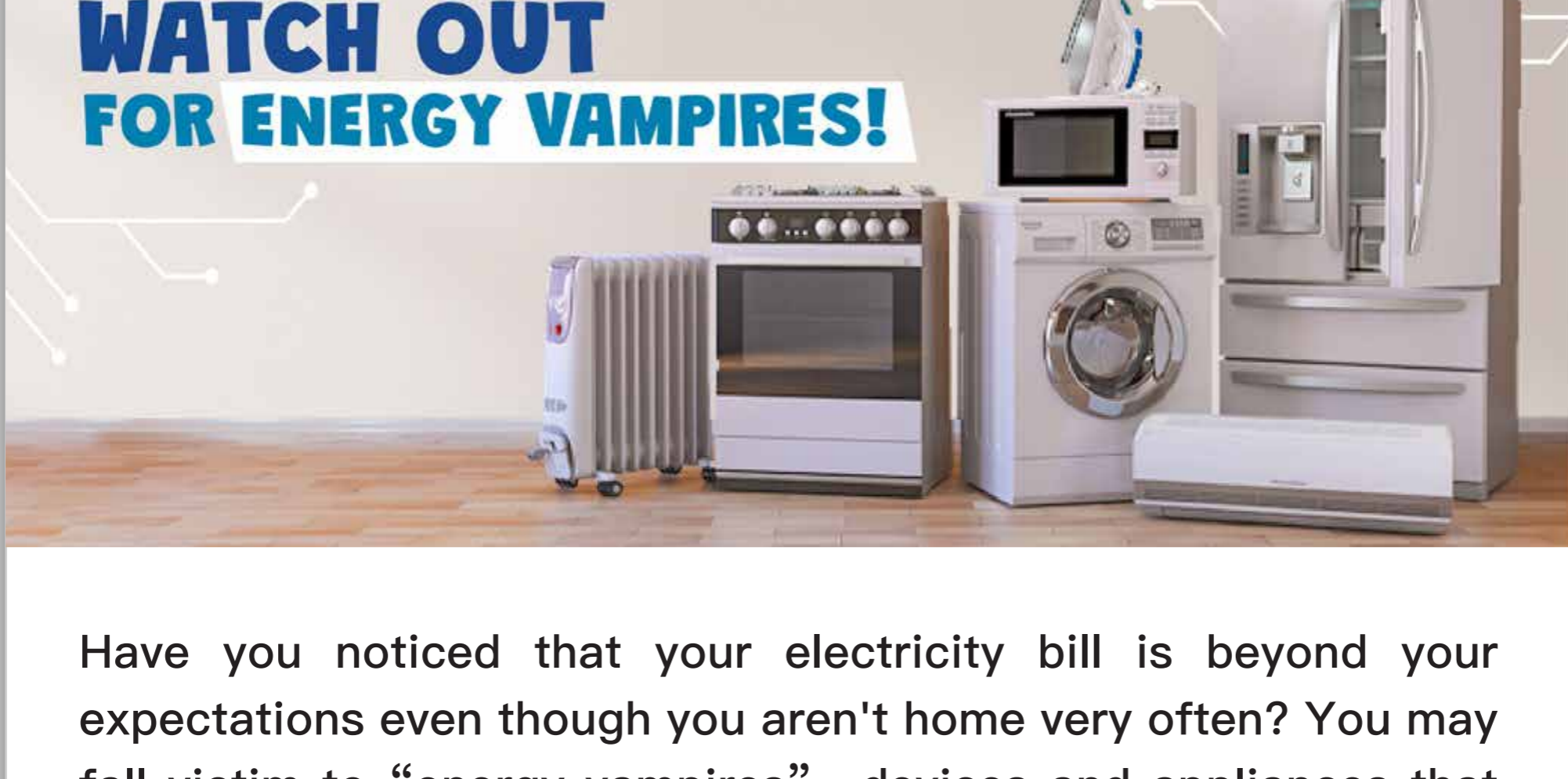


We often discuss the importance of living a low-carbon lifestyle, but how much do you truly understand about low-carbon living? By taking part in our low-carbon challenge, you can improve your knowledge of carbon reduction and have a chance to win prizes!

Starting this month, the CLP Eco Living Facebook page will launch a series of “10 Weeks Challenge” games. Eligible participants who successfully complete challenges have the chance to win fantastic prizes. Complete all the challenges to increase your chances of winning!

The challenge aims to test your knowledge of carbon reduction and encourage a low-carbon lifestyle by taking some “baby steps” each week.

Let’s join the “10 Weeks Challenge” now! Stay updated by checking our Eco Living Facebook page and invite your friends to join!



Have you noticed that your electricity bill is beyond your expectations even though you aren't home very often? You may fall victim to “energy vampires”—devices and appliances that continuously consume electricity even when they appear to be switched off.

Shut down or sleep?
Computers in “sleep mode” can still charge mobile phones, and screen savers are consuming electricity. Other culprits include game consoles (such as PS5/ Xbox) and audio systems. The electricity consumed by these idle consoles every 24 hours is enough to charge a mobile phone twice.

Are chargers overcharging your home?
Many people leave their mobile phones, laptops and cameras plugged in for convenience, but this is a constant drain on electricity. Charging your phone overnight is not only unnecessary, but also accelerates battery aging.

Air-conditioners still consume standby power in winter
Even when the air conditioner is turned off, it still consumes electricity through the display screen. When winter comes, it is better to turn off the rocker switch next to the air conditioner.



How would you spend the Domeo Points? To help with your shopping and bestow good luck for the Year of the Dragon, CLP’s flagship eShop of Domeo is having a CNY promotion! It’s a good time to purchase products with Domeo Points, to reward yourself and purchase New Year goods for your home.

Domeo offers a range of selected products for CNY, such as New Year pastries Turnip Pudding, Water Chestnut Pudding, as well as shopping coupons. You could either redeem products with Domeo Points, or purchase with Domeo Points at a discounted price!

Domeo also includes Poon Choi, a must-have vacuum cleaner for home cleaning, kitchen appliances, and health products; with discounts of up to 50% off! Some products come with a limited-time free shipping, saving you the hassle of visiting stores whilst ensuring you get the best deals!

Be smart with your New Year shopping and make the most of supersavers during Domeo’s CNY promotion. Don’t forget to use Domeo Points to get the best deal!

*Terms and conditions apply.

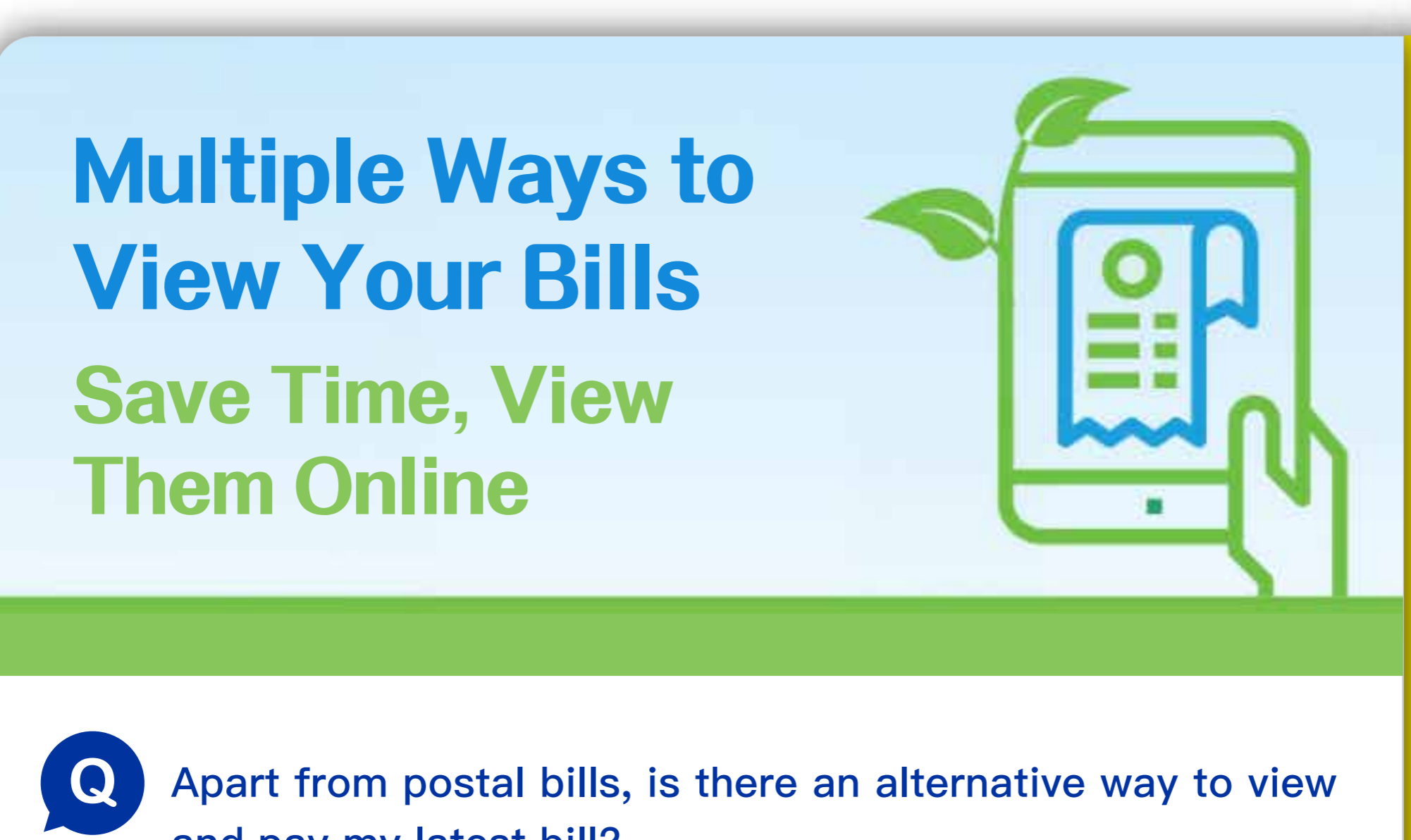


For those who use password to log in to CLP online account, it’s the perfect time to create a new one for the New Year! Additionally, you should always protect your login credentials and never share your CLP online account login IDs or passwords with anyone (including tenants, friends, and family members).

To reset your CLP online account, log on. Avoid using passwords containing personal information such as your birth date or name. To reduce the risk of unauthorised access, CLP requires that online account passwords should consist of a combination of upper and lower case letters and special characters.

If your phone supports fingerprint sensors or facial recognition, a more secure method is to use biometric ID to log in. Simply install the CLP App, click “Login” and select “Login with biometric ID”. Follow the step-by-step instructions to set it up, which is easy and convenient.

Last but not least, avoid using public Wi-Fi or any Wi-Fi networks without password protection to log in to any accounts.



Q Apart from postal bills, is there an alternative way to view and pay my latest bill?

A CLP offers various ways to view your electricity bills. In addition to receiving them by mail, you can also access them through the following methods.

- 1. CLP Power Mobile App/Web**
You can view and download all your bills from the previous 14 months, plus settle bill payments instantly.
- 2. Apply for eBill notifications**
You can apply for eBill notification through the CLP Power Mobile App, an online application form, our Customer Service Hotline or our Customer Service Centre. Whenever a new bill is issued, you will receive a notification from clpebill@mail.clp.com.hk. The notification also includes the payment amount and the payment due date.
- 3. Use Self-Service Kiosks**
All our Customer Service Centres are equipped with Self-Service Kiosks. You can view and print bills immediately by logging in to your CLP online account on the kiosk screen.