

All For You

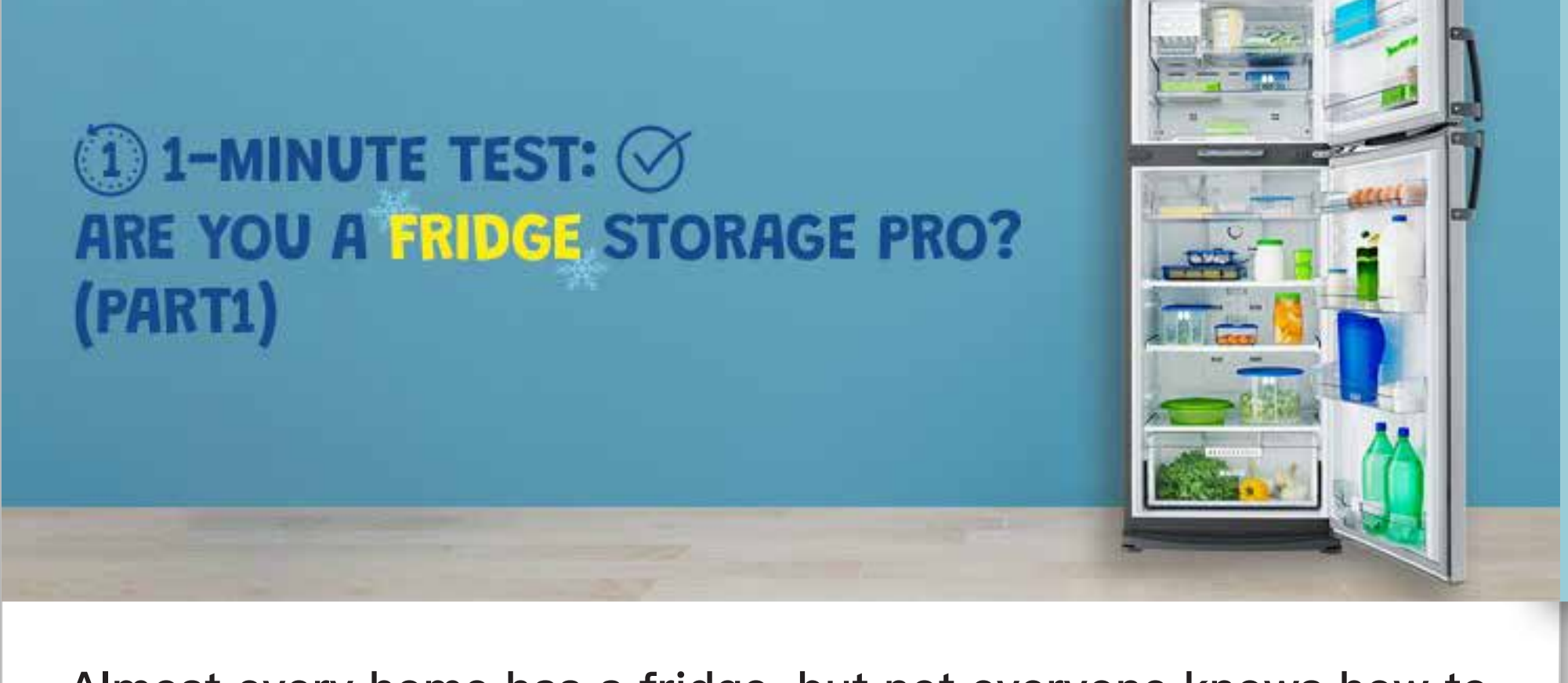
CLP APP to provide hassle-free services for new mothers to handle family chores

It's never easy being a new mom, looking after a newborn baby and managing family chores. It's a great relief to meet a CLP customer service colleague who is more than willing to help you with your family responsibilities.

In this episode of the All for You series, the main character is a new mother, Ms Fok. Ms Fok carried her newborn baby to the CLP customer service centre to ask for a paper electricity bill as proof of address. When they reached the centre, the baby suddenly cried out, catching Ms Fok off guard.

Happily, our colleague Macy who's also a mom was able to considerately arrange a room for Ms Fok so that she could comfort her child in a quiet environment. Macy also helped her to print out her electricity bill by using the self-service kiosk!

Using the CLP APP is an alternative way to get your electricity bills besides the self-service kiosk. Many companies accept an eBill as proof of address, and you can submit the documents in a hassle-free way.



Energy-saving Tips

1 1-MINUTE TEST: ARE YOU A FRIDGE STORAGE PRO? (PART 1)

Almost every home has a fridge, but not everyone knows how to use it effectively. Take a minute to test your food storage skills.

- 1. Check your freezer; is it stuffed with frozen food or nearly empty?**
Interestingly, it's better to have a fuller freezer, but not overly so. Aiming for 75–80% fullness is ideal since frozen items act like giant ice blocks, keeping the freezer super cool and energy-efficient.
- 2. What's the temperature setting of the lower compartments of your fridge?**
It actually depends on what you're storing. For fresh items like beef, pork, eggs, and milk, it is advisable to set the temperature to 4°C or lower. However, if you're mostly storing paper-packed or bottled drinks, setting it higher around 4–8°C shouldn't pose a problem.

The 1-minute test is not yet done. Stay tuned for part 2 next month!



CLP Activity Highlights

During the recent summer holidays, CLP Pulse was filled with laughter and heart-warming scenes. Many residents and tourists participated in Discover the Summer Delights at CLP Pulse together and immersed themselves in their favourite events!

CLP Pulse launched summer programmes for the first time this year. From rotating art workshops to music concerts, there were many events enough to match any style and personality. This year's experiences included making handmade soap with coffee grounds, a miniature art workshop, and harp performances for soul healing. The handrails at the main entrance were decorated with yarn bombing, presenting a perfect photo opportunity while collecting stamps from various locations inside the museum.

The summer holidays are over, but CLP Pulse will continue to offer an entire year of fun programming. If you haven't been here yet, pay a visit to us.

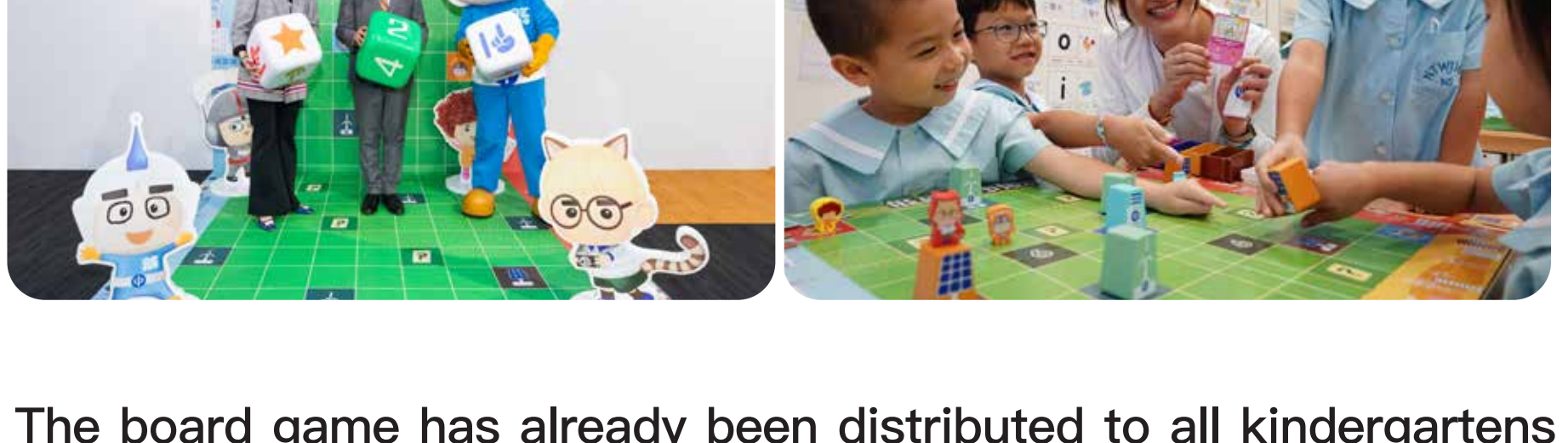


All Things Low Carbon

How would children envision our future city if they were involved in the city planning? Let's unleash their potential as city planners by playing the Low-Carbon City Planner board game together. This board game is designed for kindergarten and junior primary school students. Children have to complete different environmental protection missions to build a low-carbon city, by sorting recyclables and constructing renewable energy facilities.

With the coding element in the dice and game rules, this engaging Low-Carbon City Planner board game requires children to apply logical thinking and problem-solving skills while playing.

Ms Quince Chong, Chief Corporate Development Officer of CLP Power, and Mr Jeff Sze, Under Secretary for Education, tried the board game at the launch event to experience the coding element of the game.



The board game has already been distributed to all kindergartens and primary schools in Hong Kong, allowing children to experience it in schools. The public can buy it from CLP Pulse!



CLP Rewards

Online bills have become a part of our low-carbon lifestyle and switching to CLP eBills will be a significant step. Not only can you save paper, help conserve forests, and contribute to a paperless world, but you can also redeem a tree seedling by switching to this e-service. It is a double-win for a sustainable lifestyle. Sign up for eBills and opt out of paper bills from now until 31 December 2024 and you will be invited to redeem* one local native tree seedling[#] in early January 2025!

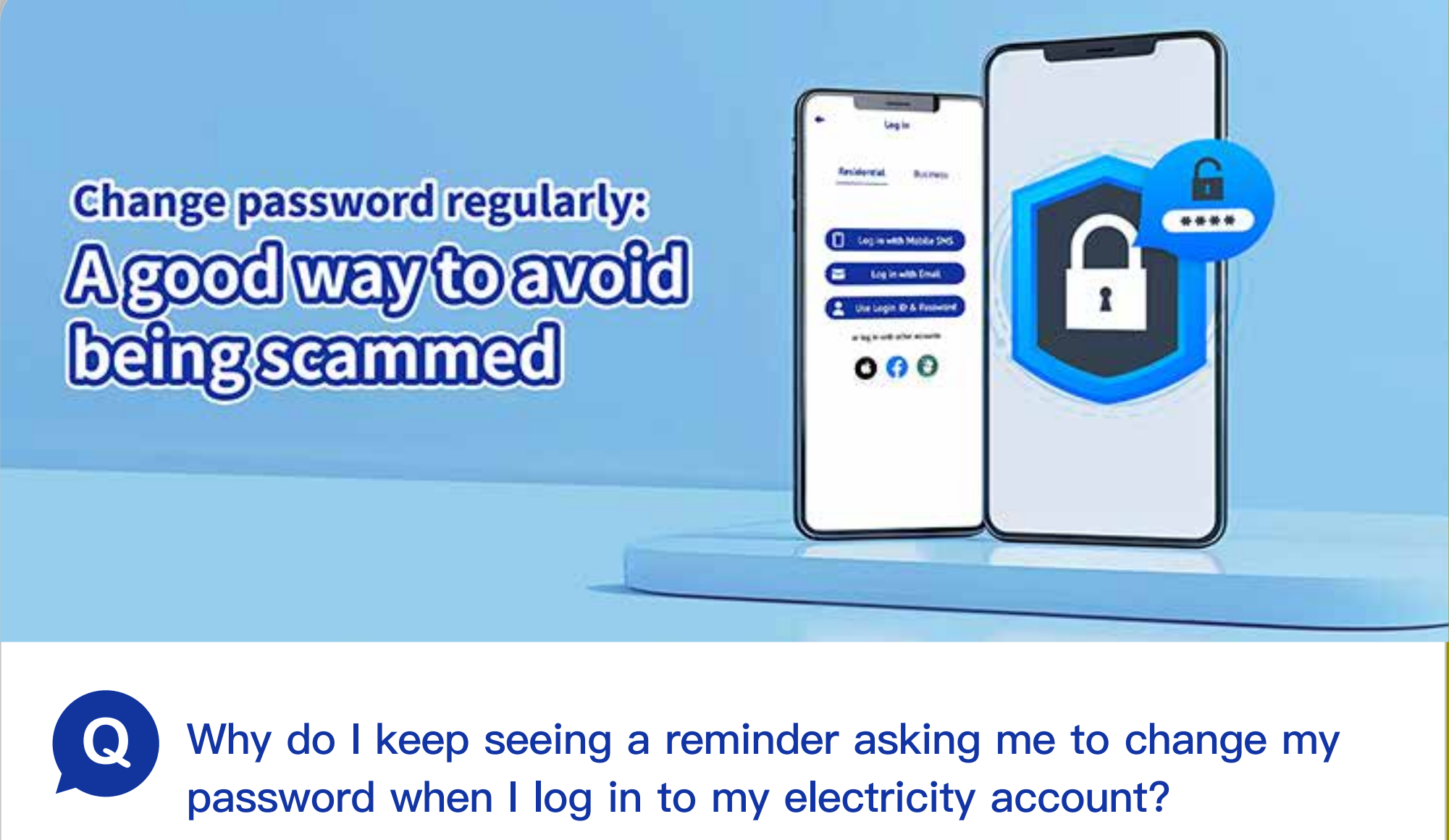
These tree seedlings will be planted in local country park tree plantations. Planting local tree species not only helps Hong Kong woodlands to thrive but also enhances ecosystem health. You can receive regular plantation growth reports as a token of appreciation.

eBills have many benefits, including the ability to download your eBill anytime and anywhere, reducing postal delays, providing better security for your personal information, and taking a green step to reduce paper waste and save trees. You can even earn benefits and rewards by switching to CLP eBills along with other e-services.

Go green and sign up for eBills now!

*Terms and conditions for earning Domeo points and redeeming rewards apply.

[#] Tree seedlings are distributed on a first-come, first-served basis while stocks last.



AI Customer Service Mailbox

Q Why do I keep seeing a reminder asking me to change my password when I log in to my electricity account?

A CLP has always emphasised internet security. We regularly remind you to protect your personal login information and to change your password often. This not only enhances your account's security but also reduces the risk of unauthorised logins.

Don't share your login or password with anyone. Online criminals are after your money; they can use your information to log into your electricity account, causing you and your friends to suffer from internet fraud.

Also, if you are asked to provide any personal information, like your ID number or account login password, are asked for your password in exchange for expensive gifts or are even invited to do an immediate transfer to an unknown account, you must stay alert to avoid being scammed.