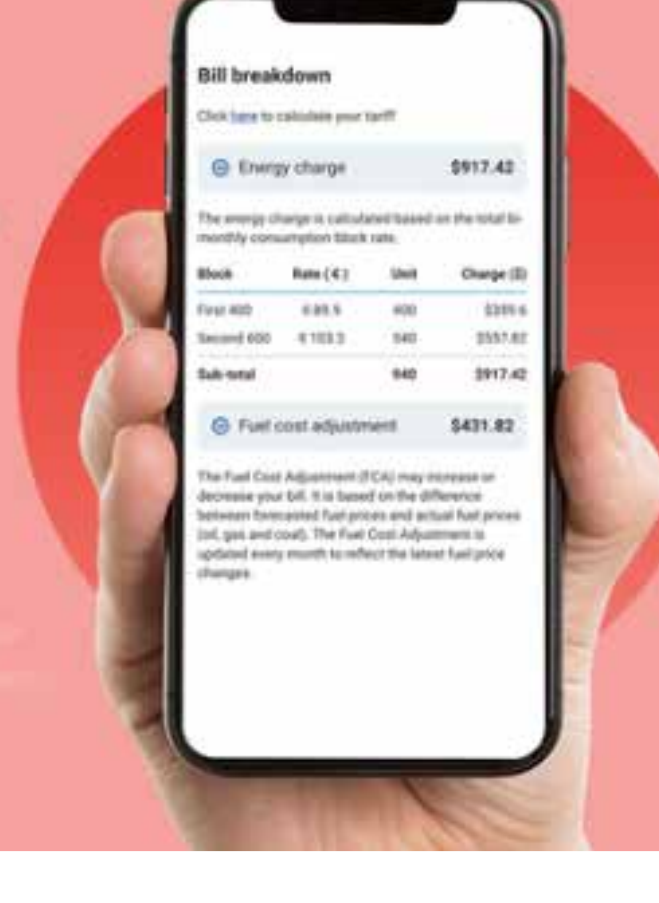


3 tips to enhance security during Chinese New Year

CLP App protects you against phishing



All For You

When our focus shifts to festive celebrations during the holiday season, scammers try to take advantage with phishing SMS and emails of fake electricity bills or point balance records. We provide you 3 simple tips for using the CLP App and here's how to keep your new year bright, cheerful, and safe.

1. Download the CLP App from the official app store (Google Play/ App Store), and log in to your CLP account using the CLP App. You can immediately validate your electricity bill, transaction records, and latest Domeo points record.

2. Turn on the eBill notification and payment alert in the CLP App. The eBill notification lets you know when your eBill has been sent; the payment alert reminds you to pay two days before your due date. By using the CLP App, you can protect yourself by identifying the genuine SMS from the bogus ones, which may give scammers access to your personal data.

3. To further enhance your account's security, set up a biometric login by completing the simple steps in the CLP App. Log in with your smartphone's Face ID or Touch ID for authentication instead of using long passwords.

Log in to your CLP account in the safest way and securely validate your electricity bill and point balance information. Download the CLP App and activate the features now!

Induction Cooker VS Electric Ceramic Cooker

Find your perfect match with these 3 questions

Energy-saving Tips

Q I am planning to host my new year celebration dinners at home and contemplating to install an electric stove in the house renovation before Chinese New Year. How can I decide which one best suits my lifestyle and culinary needs?

A Deciding between an induction cooker and an electric ceramic cooker can be simplified by asking yourself the following three questions:

1. Are you impatient for meal prep?
If you prefer your meals to be ready swiftly, an induction cooker is your ally. Its quick heating capabilities and adjustable temperature settings allow for efficient and diverse cooking in no time.
2. Do you opt for cookware variety?
People with an assortment of pots and pans, including clay pots, glassware, or ceramic, might lean towards electric ceramic cookers. Electric ceramic cookers accommodate any flat-bottomed cookware, whereas induction cookers work well with magnetic materials like cast iron pots, stainless steel pots etc.
3. Do you have concerns over child safety?
Homes bustling with curious little ones might benefit from induction cookers. Except for the cooking zone, their surfaces remain cool, reducing the risk of accidental burns.

Light and Delight: A City Illuminated

CLP Activity Highlights

Day and night, our city is illuminated by lights, but you may never have delved into the fascinating story behind them. From now until 16 March 2025, join CLP Pulse for "Light and Delight: A City Illuminated". Through three types of lighting — neon lights, street lights, and household lights — the event invites you to explore unique stories of electricity and rediscover how electricity is intricately entwined in our daily lives.

Neon lights: CLP Pulse has rejuvenated neon craftsmanship, showcasing three limited-time neon installations and offering a close look at the evolution of neon craftsmanship along with our city.

Street lights: Discover the often-overlooked yet essential elements through our enchanting guided tour around Kadoorie Hill.

Household lights: Create a nostalgic table lamp with recycled materials and bring a little extra warmth to your home.

More details about the events will be shared on CLP Pulse website and Instagram (@clpulsehk). You can find more interview videos on Instagram.

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A quick guide to electrical safety during spring cleaning and how to fix a short circuit

AI Customer Service Mailbox

Q I encountered a short circuit at home when I was spring cleaning for Chinese New Year. Why did this happen?

A During your Chinese New Year spring cleaning, electrical safety is a top priority. First and foremost, switch off and unplug all appliances before cleaning.

For example, unplug the appliances before mopping the floor around them. Place the appliances and extension boards properly to avoid electrical leakage and other safety hazards.

Unplug the refrigerator when cleaning or defrosting. Keep the towels in handy to soak up any excess water that may fall from the bottom tray onto other electronic equipment during defrosting.

You might experience a short circuit at home when (1) the circuit is overloaded, or (2) there is fault in the appliances. Therefore, large appliances such as washing machines, refrigerators, induction cookers or electric heaters require their independent sockets when in use.

If you experience a short circuit, be sure to locate the problem of the tripped breakers. Once you've made the repairs, you can turn the circuit breaker back on. However, if you experience a recurring short circuit, you must consult an electrician for repair.