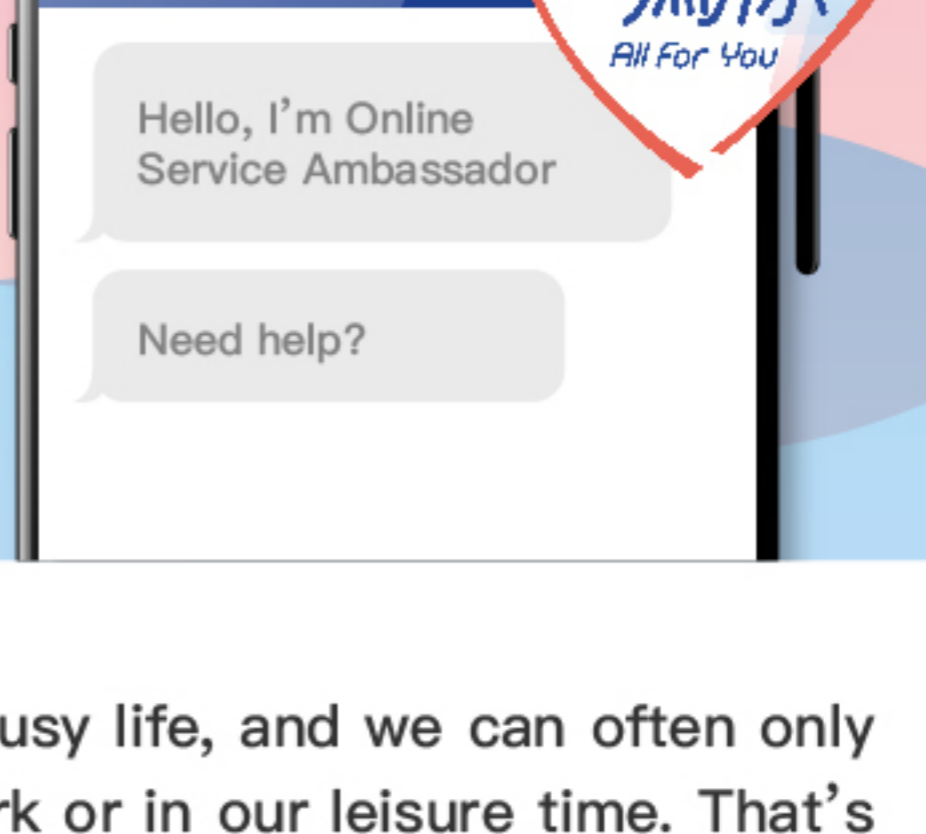


Enjoy Personalised Care with our Online Service Ambassador



All For You

Everyone in Hong Kong leads a busy life, and we can often only deal with personal tasks after work or in our leisure time. That's why our Chatbot-Online Service Ambassador is standing by, ready to help you anytime!

You'll find a range of services available on the CLP Power Mobile App. Just log in to your account and our Service Ambassador will help you find information like the amount owed and payment due date in no time. It can also assist you to make an immediate payment hassle free. If you need further support, our Ambassador will put you in touch with a Customer Service Officer, allowing you to chat with them directly during service hours*.

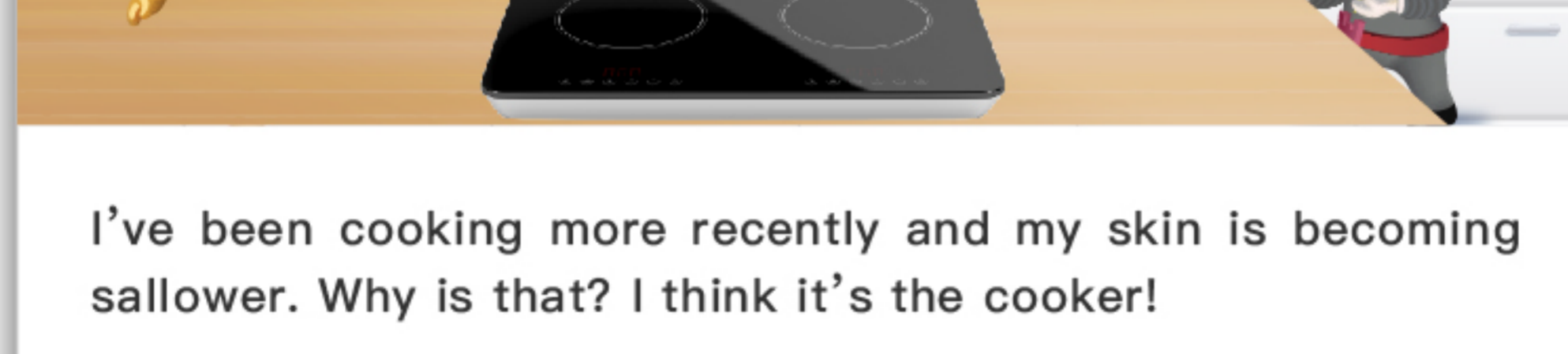
Our Service Ambassador can also provide information about special services including applying for power supply, and transferring or closing your account. Access application methods, forms and notes, so you can complete the necessary formalities with ease.

CLP Power Mobile App aims to deliver a more personalised customer experience, giving you easy access to account information and application procedures.

For more information about our chatbot, please visit the website below.

*Service hours: Mon to Sun, 9am to 6pm

I DON'T WANT TO BE A SALLOW-FACED HOMEMAKER!



Energy-saving Tips

I've been cooking more recently and my skin is becoming sallower. Why is that? I think it's the cooker!

You can still be a beautiful chef if you understand one thing.

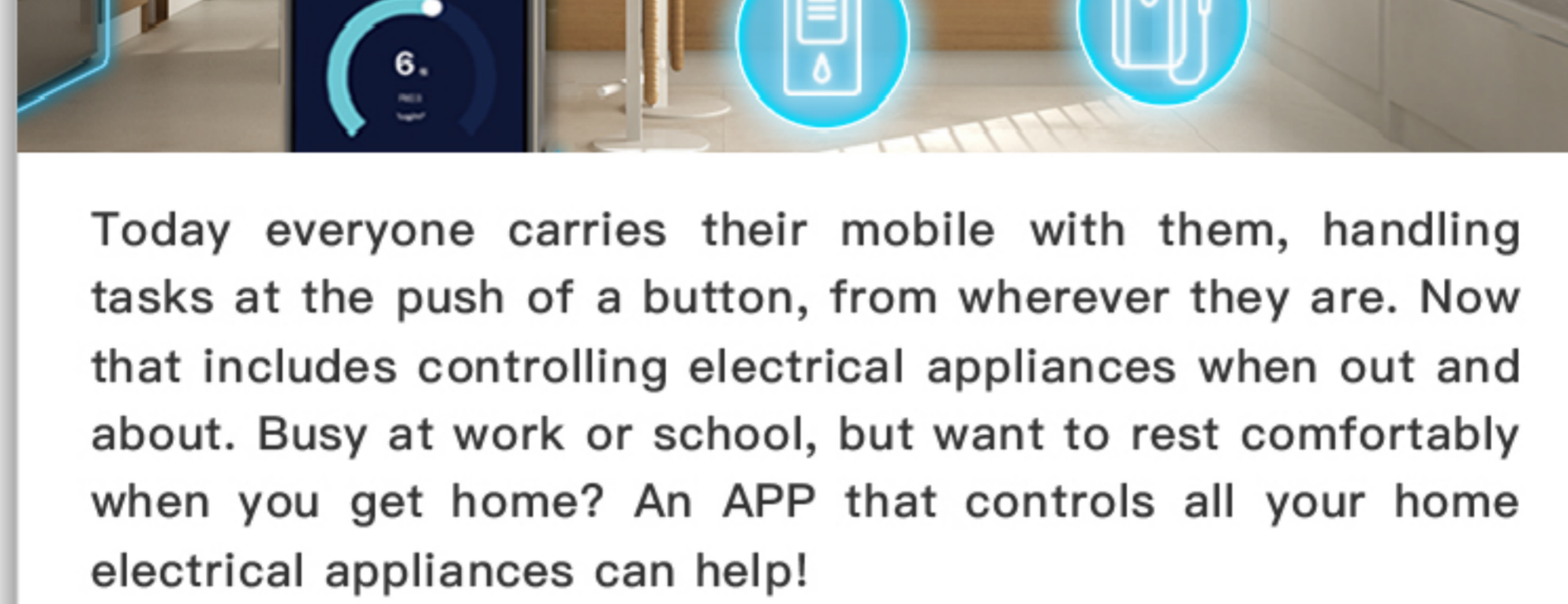
Standard cookers cause the surrounding temperature to rise, and the process of burning air produces a lot of tar and fumes. Inhaling hot oil fumes over a period of time will exacerbate the skin's natural ageing and may even cause inflammation. Not only does this increase the chance of becoming a sallower-faced homemaker, it's also bad for your health.

With an induction cooker, which heats the bottom of the pot directly, much fewer fumes are produced. The heat transfer efficiency of an induction cooker is around 90%, double that of a standard cooker. The greater efficiency means you can cook faster, saving both time and money.

For some quality family time during the holidays, try cooking with your kids at home. When you cook with an induction cooker, the temperature of the cooker-top is 50% less than standard cookers, making it much safer for you and the kids.

Oops! What if I forget to watch the pot while cooking? When a pot over-heats, for example when all the water has evaporated, the induction cooker will detect the issue and automatically cut off the power, reducing the risk of burns and fire hazards.

With an induction cooker's many benefits, the best way to be a beautiful chef is clear!



Smart Living

Today everyone carries their mobile with them, handling tasks at the push of a button, from wherever they are. Now that includes controlling electrical appliances when out and about. Busy at work or school, but want to rest comfortably when you get home? An APP that controls all your home electrical appliances can help!

More and more electrical appliances now support Wi-Fi connection, and brands have developed their own APPs and systems, giving users remote control of their appliances. With the particularly hot weather recently, using an APP to turn on the air-conditioner or fan before returning home creates the cool and comfortable homecoming everyone desires!

What's more, if you set off for work in a hurry and forget to turn off the air conditioner or fan, you don't have to worry. Solve it at the push of a button via the APP! You can also use the APP to set a timer to turn off the air conditioner at a certain time before going to bed. Turning off the air conditioner earlier can help reduce your electricity bill, and little by little, the savings add up.

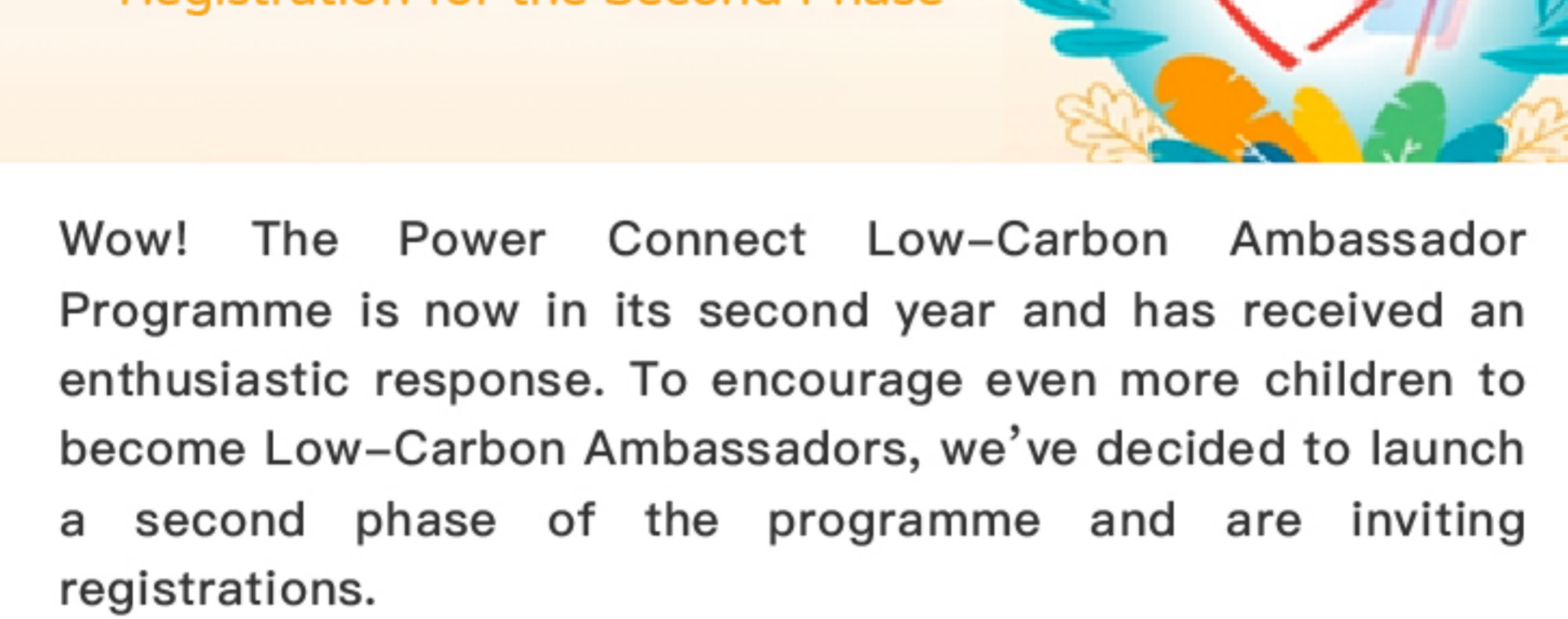
Want to save even more in the summer? Many of the latest electric appliances offer multiple functions, saving energy and giving you more space at home.

Let's look at fans – a precious source of cool air in the hot summer. Many new fans can also filter pollutants and common bacteria from the air. They are a huge help for people with allergies and mean you can save money buying a separate air purifier! If you have children at home, a bladeless fan is the way to go. You won't have to worry about kids being hurt by the blades, and bladeless fans are also easier to clean, quieter and more durable.

Many air conditioners also have multiple functions, and you can even indulge in a portable unit allowing you to stay cool wherever you go. The latest portable air conditioners can do more than cool the air; they can also dehumidify, and offer fan and heating functions. Cost-effective air-conditioning for every season!

That's all for today. Do you have more energy saving tips to share?

*Some of the product information is provided by German Pool.



CLP Activity Highlights

Wow! The Power Connect Low-Carbon Ambassador Programme is now in its second year and has received an enthusiastic response. To encourage even more children to become Low-Carbon Ambassadors, we've decided to launch a second phase of the programme and are inviting registrations.

For parents who missed the chance to sign up last time, you can now apply via a simple online form. Once successfully registered, you'll receive a notification email. There are a few tasks for you to complete. Let's take a look!

First, watch the CLP Discovery Tour low-carbon course videos (5 episodes) attached in the email. Then, take the quiz and submit the registration form. Applicants need to share their own energy saving tips in writing. The 160 family units with the most creative ideas will be invited to a series of complimentary STEM and cooking workshops, where they can learn more about saving energy while having fun!

20 outstanding participants will be selected to be Low-Carbon Ambassadors, winning a range of electric appliances.

This year, a brand new award is also being added. The 10 participants who submit the best ideas on how to promote the CLP App and practice low carbon living will be invited to become Low-Carbon Junior KOLs. Each one will win a surprise CLP goody bag.

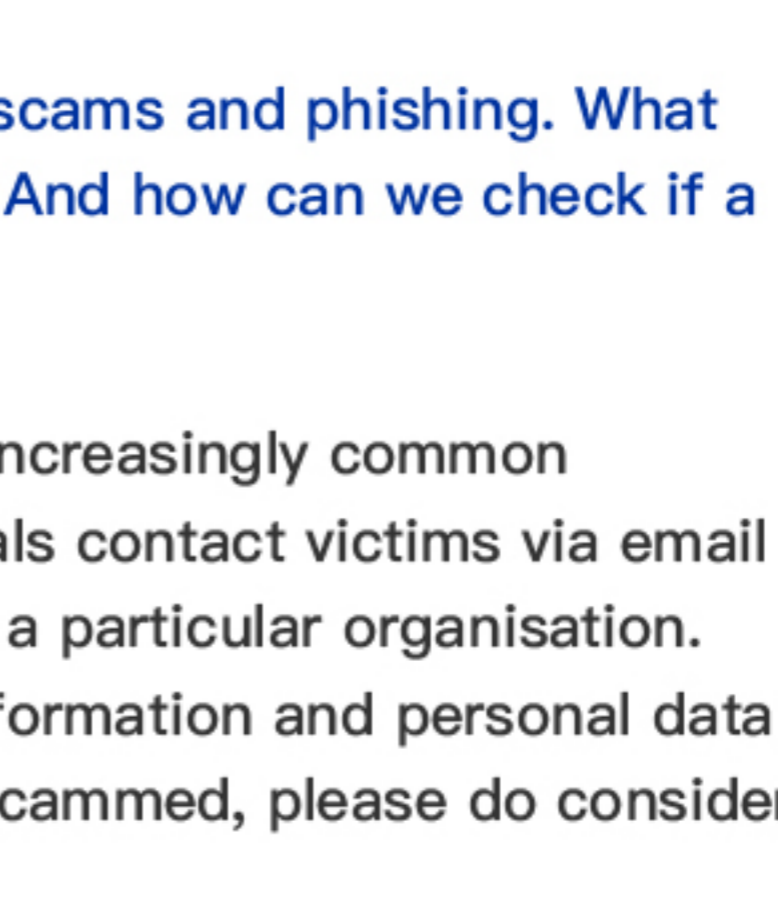
For more information on the workshops, please check the CLP Low-Carbon Ambassador Programme website!

Eligibility: Students from Primary 1 to Secondary 3

Register now!
(Deadline: 30 November 2023)

BEWARE OF ONLINE SCAMS

Avoid Phishing and Protect Your Personal Data



AI Customer Service Mailbox

Q We keep hearing about online scams and phishing. What exactly does 'phishing' mean? And how can we check if a message is really from CLP?

A Phishing scams have become increasingly common recently. With phishing, criminals contact victims via email or SMS, pretending to be from a particular organisation. The aim is to steal sensitive information and personal data from citizens. To avoid being scammed, please do consider the below.

First, if you receive an email or SMS claiming to be from CLP, you can check its authenticity like this:

- Check if the sender is "@clp.com.hk", "@mail.clp.com.hk" or "@mail.clpdomeo.com". CLP only uses these official domains to send messages.

- Check whether the link provided in the SMS is directed to the official CLP websites below:
 - <https://www.clp.com.hk>
 - <https://services.clp.com.hk>
 - <https://e.clp.com.hk>
 - <https://clp.to>
 - <https://web.clp.com.hk>
 - <https://www.clpdomeo.com/>

Please note that CLP will never ask a customer for passwords, credit card details or CVV numbers to verify or unlock their account.

If you are concerned you may have disclosed your personal data to a suspicious third party or want to check whether a communication is genuine, you can call the CLP Customer Service Hotline at 2678 2678 and reset your login credentials. If you believe you are the victim of a phishing scam, please seek help from the police immediately.