CLP Activ

ty Highlights

Go paperless

Go for eBills





comes to mind? Perhaps it was that moment when you reached out for support and your issue was resolved instantly. In CLP, we merge online and offline customer services to provide a seamless experience for our customers. You can access the assistance you need through our exemplary services available on all platforms, including our websites, App, the chatbot assistant and hotlines. If you inquire for the outstanding amount of electricity bill during non-office hours, our chatbot assistant is available 24/7 to assist

When you think about your best customer service experience, what

due date and guide you through the payment process. If you wish to apply for electricity and name transfer, sign up for eBill, request account closure, you can easily do so through the CLP app or by completing fill in our e-Form on our website.

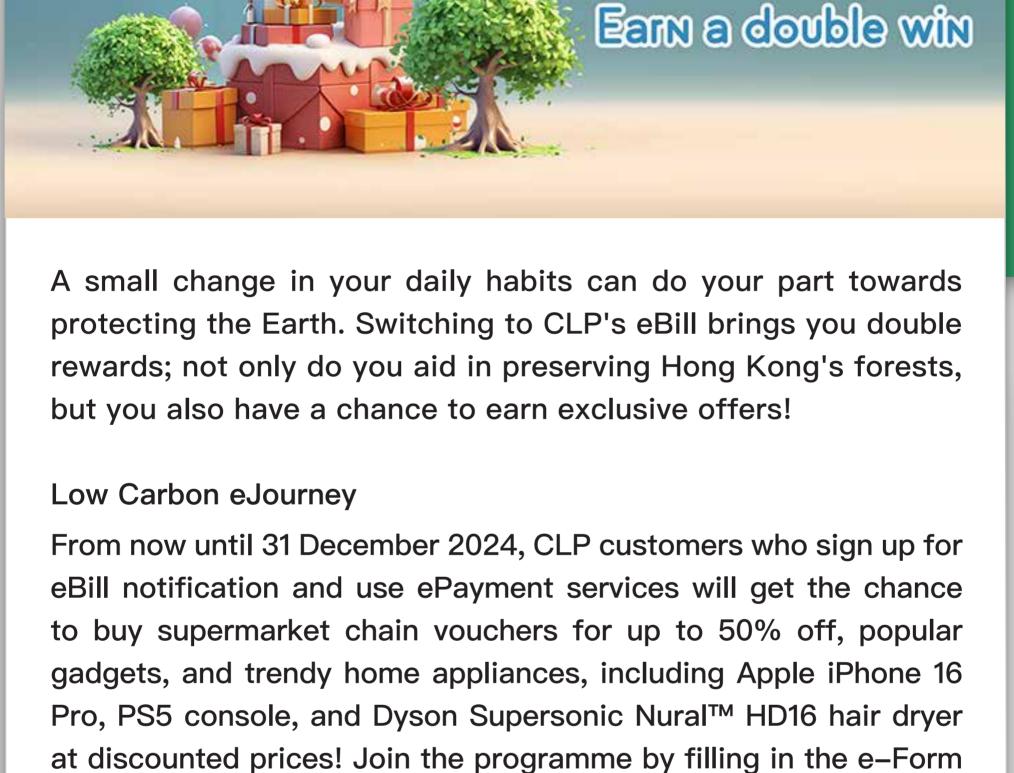
you. It can provide information about your electricity bill balance,

Reaching out to us, whether online or offline, is always a breeze!



**Product** Features/ best place to use Energy efficiency/ Safety Can be wall-mounted; Reverse The most energy

	cycle air- conditioner	fit for both large and small apartments; can be cooled in summer and operated in reverse in winter.	efficient thermal product; its heat pump has a high efficiency of heating; uses 50% less electricity than the electric heater with the same wattage; safer and more space—saving.
	Electric	Heating range concentrated and used on sofa, chair or bed.	Electric blanket is among the energy-efficient products; prolonged use can lead to overheating.
	Oil-filled column heater and convection heater	Oil-filled column: particularly useful in rooms where it'll be switched on for a long period of time.  Convection: Can take a while to effectively warm large areas.	They consume a higher amount of electricity, so check out their power input before purchase. Use a separate socket for each appliance.  A bathroom heater must contain an IP rating that ends in
	Ceramic fan heater and traditional fan heater	Ceramic: heats the air quickly. Fit for small apartments.  Traditional: heats the air rapidly, but the room becomes dry.	rating that ends in at least a 1 (IPX1), indicating that it has passed a drip-proof test. The user must stay at least 0.6 metres away from the heater when it is in use.



now!

**Paperless Love** 

'Ghostbusters' Tackles **Ghost Nets in Oceans** 

By signing up for eBills from now until 31 December 2024, you'll

have the chance to get a tree seedling. The seedlings will be

planted in country parks and nurtured by Green Earth. Don't miss

this opportunity to help conserve Hong Kong's woodlands!

boats. A group of local fishermen recognised this problem and decided to take action. They cleaned up ghost nets and other debris in the

Ghost nets are silent threat to marine life in Hong Kong's oceans.

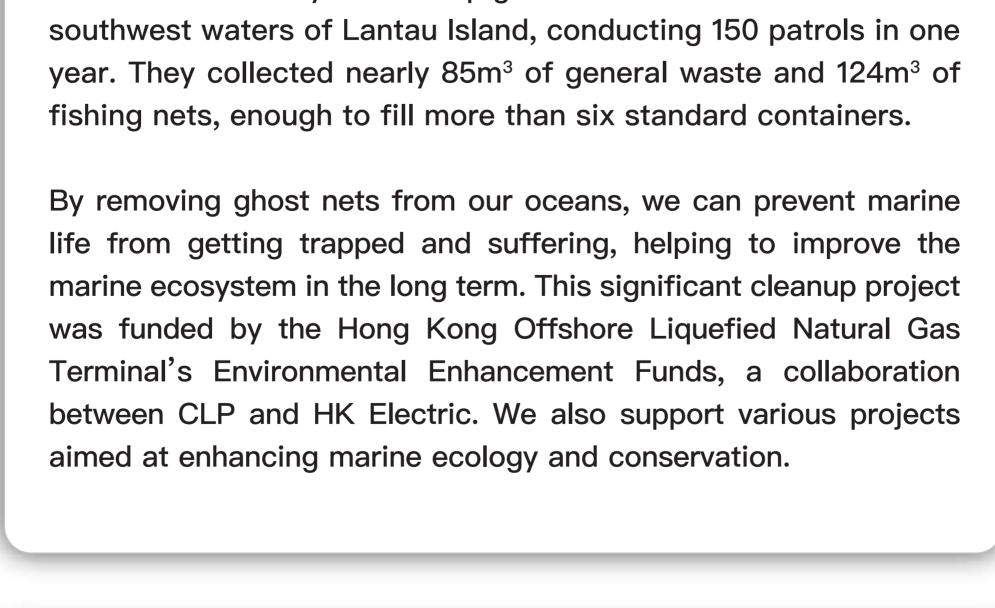
Ghost nets refer to abandoned fishing gears in the ocean, including

fishing nets and traps. In Hong Kong, they are among the top

10 types of marine debris, posing risks to marine species. Ghost

nets float in the ocean, trapping marine life, harming the ocean

ecosystem, threatening the safety of divers, and snagging on





email addresses don't match, don't click or reply. 2. Inconsistencies in personal information, discrepancies in contents, grammar errors. 3. The sender uses a sense of urgency to lure you to

1. All emails sent by CLP only come from @clp.com.hk,

@mail.clp.com.hk, or @info.clp.com.hk. If the senders'

4. Warning notice from the browsers. 5. The domains are unfamiliar (for example, .cc/.top/). 6. You can even 'log in' with wrong login credentials.

download the suspicious attachments.

function of browsers.

You can make use of the "Report Phishing" function of the mail client software and enable the "Block Pop-ups"

Customer Service Mailbox