

All For You

*Our Multi-talented Team:
From Maintenance to Tree Pruning*

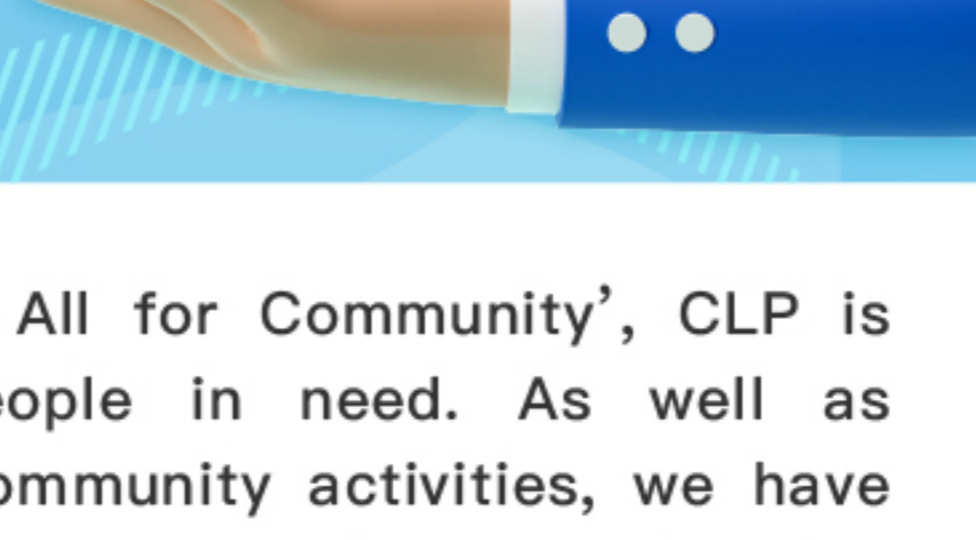
At CLP, it seems everyone has their own hidden talents. Apart from being masters of power system maintenance, some of our frontline workers are also adept tree pruners. Turns out, it's all related to power supply!

To ensure a stable electricity supply, CLP Vegetation Management Team will carry out regular pruning to remove any branches that may interfere with overhead lines. Liu Wai Lung, the leader of the team, started his time with us in overhead line maintenance. Since he frequently worked around the trees, he had a growing interest in arboriculture. He later decided to further his studies in the subject and ended up joining the Vegetation Management Team. What a wonderful journey!

Apart from tree pruning, the team has also helped with the development of the first Predictive Vegetation Management System in Hong Kong. The system recorded the data of more than 170,000 trees within range of CLP overhead lines. It can predict tree growth, which enable team members in arranging pruning work according to the risk assessment, enhancing work efficiency. Before the typhoon season, it is the busiest period for the team as there is a rush to trim trees that may pose a potential risk to overhead lines. That way, the trees can grow and a stable power supply could be maintained at the same time, achieving harmony between humans and nature.

Thanks to the dedication of our frontline workers, Hong Kong enjoys a highly reliable electricity supply. More stories about our brilliant staff to come!

CLP Fuel Subsidy Programme Extended to Relieve Financial Burden for Those in Need



Power Connect

In the spirit of 'All for you, All for Community', CLP is committed to supporting people in need. As well as organising a wide array of community activities, we have rolled out a new subsidy programme for those experiencing difficulties.

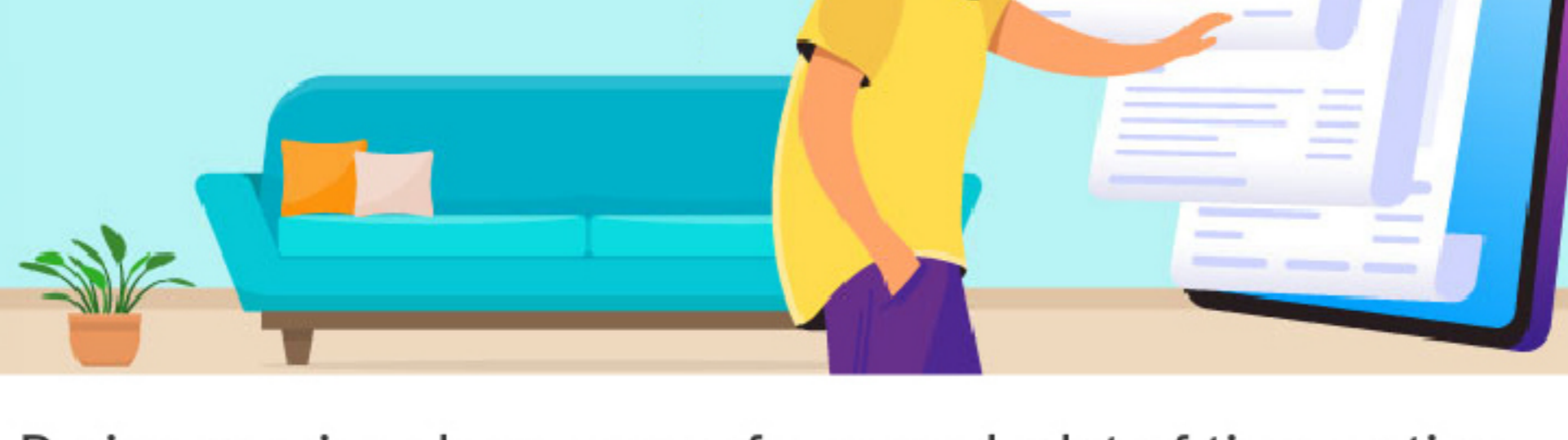
Have you heard of CLP Fuel Cost Subsidy Programme? In 2023, CLP has set aside more than HK\$100 million for the programme, providing one-off fuel cost subsidies to 150 thousand households living within our supply area, in hopes of alleviating their financial burden. To date, the programme has been successful in disbursing these subsidies to those in need. In an effort to reach more people, we have decided to extend the programme's application period until 31st October 2023.

If you haven't already applied for the subsidy, this is your chance! For more information, please visit our website by clicking on the link below and watch the video detailing the application process and the subsidies amount. Find out if you or your family and friends are eligible!

The quotas available for the programme is limited. Apply now via our NGO partners*!

* You may contact partnered NGOs in advance for details and availability.

Go Green with E-billing



All Things Low Carbon

During a spring clean, many of us spend a lot of time sorting through piles of paper. It's not a good idea to recycle confidential documents, so there's no easy way to dispose them sustainably. Electronic bills are a much smarter choice. They don't take up any physical space and you can be assured your personal information is secure. It's a simple way to save paper and embrace a greener lifestyle!

Time to settle a bill and you can't find it? Or perhaps you have forgotten to pay? We've all been there. Once you switch to electronic bills, you'll no longer have that problem. CLP will send the latest bill via email, allowing you to check the details and settle the payment on the go. What's more, when you download the CLP app and turn on the payment alert function, you'll receive a reminder two days before your payment is due. When you opt for mobile and ePayment options, you don't have to bring the physical bills when making payments — so easy!

With our e-billing service, storing and managing your bills has never been easier! What are you waiting for? Let's go paperless and start living green!

Upgrade of CLP Rewards Programme! Rewards Double Up!



CLP Rewards

It's no secret that people in Hong Kong love online shopping, but how to choose a reputable one? As the flagship eShop of CLP, Domeo guarantees the authenticity of all its products.

Once you link your CLP online account to Domeo account, all Points your earned will be converted into Domeo Points automatically. That way, you can better manage your points on a single platform and can redeem popular home appliances and lifestyle products at a discount. What's more, you can link up to 10 CLP online accounts to one Domeo account, allowing you to share points with your family and friends. Earn points and redeem favorite rewards easier than ever!

And the good news doesn't end there. From 1st September 2023 until 31st December 2023, customers who link their CLP online accounts to Domeo account and completed the first Domeo eShop redemption in 2023, you will be rewarded more!

- Earn \$400 cash vouchers (\$200 German Pool vouchers and \$200 VLoveShopping vouchers) with your first Domeo eShop redemption, or
- Receive additional 400 Domeo Points on top of the cash vouchers if the first Domeo eShop redemption is completed with 1,000 points or above in single transaction!

As a reminder, the upgrade of the programme has been extended to 29th February 2024. Don't forget to link your account now otherwise all unconverted points will be expired on 1 Mar 2024.

Don't let your points go to waste! Link up your CLP account and Domeo account now. For more details, please visit our rewards programme website. Terms and conditions apply.

Family-friendly EV CARnival to Promote Low-carbon Driving



CLP Activity Highlights

Public transport and commercial vehicles have gradually been replaced with electric models in recent years. To showcase the latest developments in commercial Electric Vehicles (EVs) and promote wider adoption of low-carbon transportation, CLP hosted a Low-Carbon Formula EV CARnival at Zero Carbon Park on 19–20 August. Visitors could support green public transport through a host of exciting activities and experiences for free, and at the same time, learn more about the benefits of EVs and energy-saving tips, while experiencing the fun of green driving.

The event attracted quite the turnout of curious guests. An instagrammable showcase of the very latest EVs proved to be a major crowd-pleaser, displaying an unprecedented line-up of commercial vehicles, including KMB's new double-decker eBus, eMinibuses, eTaxi, eVans, and an eMixer. Onlookers were wowed by the display and car enthusiasts flocked to pose for photos with the innovative vehicles. CLP engineers were also on-site to answer visitors' questions about installing chargers.

Among the other carnival attractions were interactive game booths where the public could pick up low-carbon tips, as well as kiddie car rides and remote-controlled model car racing. Participants could even win a CLP limited-edition EV model car.

The carnival offered entertainment for family members of all ages, allowing them to enjoy quality time with their kids while learning about the latest development and benefits of EVs. Many said they felt inspired to support green driving and live a low-carbon life!

If you're interested in participating in future CLP events, follow us on Facebook for the latest news!

Power Kid: The Digital Ambassador Here to Answer Your Questions



AI Customer Service Mailbox

Q Why has my electricity consumption increased over the last few months? How can I check my energy consumption?

A When you log into the CLP Power Mobile App, you can click on 'Consumption' to review your electricity consumption from the past 14 months. If you install a smart meter, you can even check out your consumption data over specified time periods, including consumption history and your hourly consumption for periods between the past 4 hours up to the past 90 days. That way, you can keep tabs on your energy consumption anytime, anywhere.

And if you're not sure about something on our website or app, just ask Power Kid. His mission is to serve as a smart assistant, responsible for answering all questions on the app, 24/7! Just log into our app and click on the Power Kid icon in the lower right corner. He will answer your questions from application procedures to general inquiries, and even check the latest electricity bill and its due date for you. Better still, he can help you settle bills in an instant!

As for the increase in electricity consumption, it may be attributed to the summer weather. Many people leave their air conditioner on for longer during summer, resulting in higher electricity consumption and therefore higher bills. We recommend monitoring your own consumption on the app regularly to find ways to save on your electric bill.