

## 2026 CLP Electricity Subsidies for the Underprivileged Families Programme - FAQ

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### Part 1 – Eligibility Criteria

#### 1. Q: What is the CLP “Electricity Subsidy Programme for Underprivileged Families” ?

A: In 2026, CLP allocated HK\$50 million from the **CLP Community Energy Saving Fund** to provide electricity subsidies to approximately 73,000 households within its supply area, including:

- **Elderly / low-income / persons with disabilities households**, who will receive **HK\$600** per eligible household; and
- **Residents living in Subdivided Units (SDUs) without an individual CLP installed electricity meter** (hereinafter referred to as “eligible SDU households” ), who will receive **HK\$1,000** per eligible household to help relieve their living expenses.-**installed electricity meter**

#### 2. Q: What are the eligibility criteria for this Programme?

A: Applicants must meet all of the following requirements:

- **Hong Kong resident has lived in Hong Kong for more than one year or above;**
- **Currently reside within CLP’ s electricity supply area;** and
- **Receiving assistance from one of the following schemes:**

##### I. Single elderly people and elderly couples aged 65 years or above

Applicants must currently be receiving **one** of the following allowances:

- **Comprehensive Social Security Assistance (CSSA);** or
- **Old Age Living Allowance (OALA)**

##### II. Low-income family

Applicants must currently be receiving **one** of the following:

- **Working Family Allowance (WFA);** or
- **Comprehensive Social Security Assistance (CSSA);** or
- **Full Grant of The School Textbook Assistance (TA);** or-**grant**
- **Full remission of Kindergarten and Child Care Centre Fee Remission (KCFRS)**

##### III. The Disabled

Applicants must hold or currently be receiving one of the following:

- **Registration Card for People with Disabilities;** or
- **Comprehensive Social Security Assistance (CSSA) Scheme with Transport Supplement;** or
- **Social Security Allowance (SSA) Scheme with Disability Allowance**

✦ **The above Item I, II, III apply to residential electricity account customers only.**

#### IV. Subdivided Units Household

Applicants must meet all of the following:

- living in a subdivided unit in adverse conditions; and
- no individual CLP electricity meter created for the subdivided unit; and-**installed electricity meter**
- does not have any CLP electricity account (including electricity accounts for residential or non-residential customers)-residential accounts)

3. **Q: What is an “eligible Subdivided Unit (SDU)” ? How is the application category and subsidy amount determined?**

A: An “eligible Subdivided Unit (SDU)” refers to a subdivided unit **without an individual CLP-installed electricity meter.**

If the SDU is already equipped with an individual CLP electricity meter and the applicant meets the eligibility criteria under the **Elderly / Low-income / Persons with Disabilities category**, the applicant may still apply under those categories.

**The key determining factor is whether the unit has an individual CLP installed electricity meter.-installed electricity meter.**

Subsidy determination table

Electricity Meter Status	Application Category	Subsidy Amount
With an individual CLP electricity meter	Elderly/Low-income/Persons with Disabilities	HK\$600
Without an individual CLP electricity meter	Eligible SDU category	HK\$1000

4. **Q: Can residents living in poor housing conditions (such as partitioned rooms, cocklofts, bedspaces, cage homes, or capsule units) apply for this Programme?**

A: Yes. Applicants may apply if they meet all of the following requirements:

- They are a **Hong Kong Permanent Resident**, or a **Hong Kong resident for at least one year** (based on the issue date of their identity card);
- Their living unit **does not have an individual CLP installed electricity meter**; and-**installed electricity meter**
- The applicant **does not hold any CLP electricity account**, including residential or business accounts.

\*This **does not include** accommodation provided or subsidized by the Government or NGOs (e.g. transitional housing, hostels), nor street sleeping locations.-sleeping locations.

5. **Q: If the landlord has installed a “sub-meter” , can the applicant still apply for this Programme?**

A: Yes. A “sub-meter” is a privately installed electricity distribution device and is **not an official CLP electricity meter.**

Applicants may apply under the **Eligible SDU category**, and the subsidy amount is **HK\$1,000.**

**⚠ Important Notes:**

- The term “individual CLP electricity meter” refers only to meters installed and registered by CLP.
- If the unit has an individual CLP installed meter, the applicant may still apply under the **Elderly / Low-income / Persons with Disabilities** category, with a subsidy amount of **HK\$600.-installed meter-income / Persons with Disabilities**

6. **Q: If an applicant is an eligible SDU resident but has a CLP business electricity account under their own name, can they apply for this Programme?**

A: No. Applicants applying under the Eligible SDU category must not hold any CLP electricity account, including:

- Residential electricity accounts
- Business electricity accounts
- Electric mobility electricity accounts

7. **Q: If an applicant has already received the subsidy under this Programme in the same year but later moves to another eligible SDU, can they apply again?**

A: No. This Programme is assessed per household, not per address.

Each eligible household—whether under the **Elderly, Low-income, Persons with Disabilities**, or **Eligible SDU** category—may only receive the subsidy **once within the same year**, regardless of whether they move to a different unit.

8. **Q: If an applicant previously applied under the Eligible SDU category but has recently been allocated public housing and opened an electricity account, will this affect the application?**

A: No. The collaborating partner will verify the applicant’ s living situation **at the time the application was submitted.**

If the applicant met the eligibility requirements at that time and the application has already been submitted to CLP, the application **will not be affected.**

9. Q: If an elderly applicant has not yet reached the age of 65, can they apply under the Elderly category?

A: No. Applicants must be **aged 65 or above at the time of application** and must be receiving an **eligible allowance** (CSSA or Old Age Living Allowance).

🚩 **Note:** Receiving only the **Old Age Allowance** (commonly known as the “fruit money” ) **does not meet the eligibility requirement.**

10. Q: If a household has both an elderly member and other members (e.g. a person with disabilities or a child receiving an allowance) who qualify under different categories, how should they apply?

A: The household may only apply under **one** category. For example:

- The elderly member receives the Old Age Living Allowance; and
- Another household member receives the **Full Grant School Textbook Assistance-grant School Textbook Assistance**

👉 In this case, the household may only apply under the **Low-income Family category**, because a single household **cannot apply under multiple categories at the same time-income Family category**

🚩 **Additional Notes:**

- The Programme is assessed **per household**, not per individual.
- Even if both an elderly person and a person with disabilities live in the same household, they must choose **one** category only. Separate applications are **not allowed**.
- Duplicate applications will be considered **invalid**.
- Moving to another unit does **not** allow the household to apply again. Each household may only receive the subsidy **once per year**.

11. Q: Can children (including non-permanent residents born in Hong Kong to non-local parents) apply? Can a guardian submit the application on their behalf?

A: Yes. Any child who holds Hong Kong resident status (including those born in Hong Kong to non-local parents) and has resided in Hong Kong for **at least one year**, and who also meets the Programme’ s eligibility criteria, may apply.

🚩 **Important Note:**

- When a guardian submits the application on behalf of a child, they must provide the child’ s **birth certificate** and **identity document** for verification.

12. Q: If an applicant successfully received the Working Family Allowance (WFA) in 2025, can they apply for this Programme?

A: Yes. Since the assessment period for the Working Family Allowance covers the **six calendar months prior to the submission of the application**, this Programme accepts applications from low-income families who **received WFA at any point during 2025–2026** (including half rate, 3/4rate, or full rate approvals) **and will continue to receive WFA.**-income families who -rate, 3/4-rate, or full-rate approvals)

13. Q: How can an applicant check whether they are classified as a residential electricity customer?

A: Applicants can check their **CLP electricity bill**, where the bill will indicate **“Residential Tariff”** as shown in the example below.

CLP 中電

Mr. CHA TXX CXX  
FLAT A 12/F  
88 STREET  
MONG KOK KOWLOON

註冊客戶及供電地址  
Registered Customer & Supply Address  
Mr. CHA TXX CXX  
FLAT A 12/F  
88 STREET  
MONG KOK KOWLOON

編賬號碼 Account Number  
**82888-12345-6**  
Bill Type & Merchant Code No.: 02

Residential Tariff  
Bill issued on: (DD-MM-YY)  
25-06-25

From 26-04-25 to 25-06-25  
For 42 days of usage

Deposit: \$0.00

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電力費用 Energy Charge \$672.25	+	燃料調整費 Fuel Cost Adjustment \$438.23	+	其他 Others -\$1,064.08	=	Total Amount \$16.40
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## Part 2 - Application Arrangements

### 1. Q: If an applicant meets the eligibility requirements, how can they submit an application?

A: Applicants must submit their application **within the application period** to one of the Programme' s **participating collaborating partners**, including:

- Participating **social welfare organizations**; or
- Participating **community partners** (Legislative Council Members or District Council Members)

Applicants must ensure that all information submitted is **true, complete, and accurate**. After verifying the applicant' s eligibility, the collaborating partner will forward the application to CLP for assessment.

**CLP only accepts applications referred by collaborating partners.**

### 2. Q: Where can applicants submit their applications?

A: Applicants may contact the collaborating partners in their **district of residence** to submit an application.

#### 📌 Note:

- The list of participating collaborating partners has been uploaded to the [CLP the Programme website](#).
- Applicants should first contact the partner in their district to confirm quota availability before making an appointment or submitting an application, to avoid repeated enquiries.
- If applicants wish to seek assistance from Functional Constituency Legislative Council Members, they must ensure that the member is a **participating community partner** under this Programme.

### 3. Q: When will the Programme accept applications and what is the application deadline?

A: The application period is from **2 March 2026 to 30 June 2026**, while quota lasts.

📌 Any updates, including quota availability, will be announced on the Programme website.

### 4. Q: Is there a quota for the Programme?

A: Yes. CLP allocates quotas to the participating collaborating partners for processing applications:

- **Elderly / Low-income / Persons with Disabilities category: 58,000** quotas
- **Eligible SDU category: 15,000** quotas

⚠️ Quotas are limited and applications are accepted on a first-come, first-served basis.

Even if an application is successfully submitted, it may still be rejected if the allocated quotas have already been filled.

5. **Q: What should applicants do if the quotas of the social welfare organization or community partner in their district are already full?**

A: All quotas have been allocated to the collaborating partners under this Programme. Applicants should first approach the **social welfare organization or community partner in their district of residence**.

If the district quota is already full, they may then check with **cross district social welfare organizations or community partners-district social welfare organizations or community partners**

The full list of participating partners has been uploaded to the [CLP the Programme website](#). If quotas are full, **applications cannot be accepted**.

✦ **Service coverage of community partners:**

- **District Council Members:** No district limit
- **Legislative Council Members:** No district limit
- **Social welfare organizations:** Most serve their own district; a small number accept cross district applications-district applications

⚠ The actual quota availability may differ from what is shown on the website, as organizations update their submissions continuously.

6. **Q: Can applicants submit their applications directly to CLP?**

A: No. The Programme **does not accept direct applications** from individuals.

All applications **must be verified and submitted by the collaborating partners**.

7. **Q: Can applicants request a paper application form and submit it by themselves?**

A: No. The Programme **does not have an official paper application form**.

⚠ **Note:**

Some collaborating partners may print their own paper forms to assist applicants in providing the required information, but these forms **are not issued by CLP or the Programme**.

8. **Q: How will the applicant' s personal data be used?**

A: The personal data collected under this Programme will be used primarily for **assessing and processing the application**, as well as for other purposes **directly related to the Programme**.

Collaborating partners must clearly explain to applicants the Programme' s [Terms & Conditions](#) and [Personal Information Collection Statement](#) when handling applications.

9. Q: If the applicant works long hours and the collaborating partner in their residential district is closed after their working hours, can they submit the application in the district where they work?

A: Yes, but it depends on whether the social welfare organization or community partner in the work district accepts **cross-district applications**.

 **Reminder:**

- Most social welfare organizations only serve applicants within their own district.
- A small number accept cross-district cases.
- **District Council Members** and **Legislative Council Members** generally accept cross-district applications.

10. Q: Why do some collaborating partners listed appear to be located on Hong Kong Island?

A: Some social welfare organizations and community partners have their office locations on Hong Kong Island; therefore, their Hong Kong Island address will appear in the list. However, applicants must **reside within CLP' s electricity supply area**, which covers **Kowloon, the New Territories, and outlying islands** (excluding Lamma Island).

## Part 3 - Application Documents

### 1. Q: What documents should applicants bring when applying for this Programme?

A: Applicants should prepare the following documents based on their application category. All documents must clearly show **complete and legible information** to avoid delays caused by unclear or missing details.

#### Elderly (aged 65 or above) / Low-income Families / Persons with Disabilities — Required Documents

1. Hong Kong Identity Card
2. **Proof of residential address** issued within the past three months (e.g. water bill, electricity bill, gas bill, telephone bill, bank statement)
3. **Supporting documents for the relevant allowance**, depending on the category:

#### Elderly Category (any one of the following):

- Comprehensive Social Security Assistance (CSSA)
- Old Age Living Allowance (OALA)

#### Low-income Family Category (any one of the following):

- Working Family Allowance (WFA)
- Comprehensive Social Security Assistance (CSSA)
- **Full-grant** School Textbook Assistance
- **Full fee-waiver** under the Kindergarten and Child Care Centre Fee Remission Scheme

#### Persons with Disabilities Category (any one of the following):

- Registration Card for Persons with Disabilities
- CSSA Transport Supplement
- Disability Allowance under the Social Security Allowance Scheme

## Eligible SDU Category — Required Documents

1. Hong Kong Identity Card
2. Proof of address (e.g. tenancy agreement, water bill, bank statement, etc.)
3. Hong Kong Dollar savings account information, including the first page and inside pages of the passbook or a bank statement

Summary Table of Required Documents (by Category)

Category	HKID	Proof of Address	Allowance Proof	Electricity Bill	Bank Details
Elderly	✓	✓	OALA / CSSA	✓	✗
Low-income Family	✓	✓	CSSA / WFA / Textbook Assistance	✓	✗
Persons with Disabilities	✓	✓	CSSA / Disability Allowance / Disability Card	✓	✗
Eligible SDU Household	✓	✓	✗	✗	✓ HKD Savings Account

### Notes:

- All applications must be **submitted by the applicant in person**.
- If the applicant is unable to submit in person, an **authorization document** must be provided.

2. **Q: If the applicant's social security assistance has not yet been approved, can they submit an application to a social welfare organization or community partner first?**

A: No. Applicants must have **successfully received approval** for the relevant social security assistance or allowance **before** submitting their application to a social welfare organization or community partner.

3. **Q: A 70-year-old elderly singleton is receiving the Old Age Living Allowance but has not kept the approval letter and cannot provide the case reference number. Can they still apply?**

A: No. Applicants **must** provide the **reference number** of the supporting document; otherwise, the application will not be accepted.

If the approval letter has been lost, the applicant (or an authorized representative) is advised to **contact the Social Welfare Department** to request a re-issue of the document for the purpose of applying for this Programme.

4. **Q: If an applicant's child is attending university and has received student financial assistance (e.g. post-secondary financial assistance), can this be used as proof for the Low-income Family category?**

A: No. The following subsidy or financial assistance schemes **are not accepted** as proof for the Low-income Family category:

- Tertiary Student Finance Scheme – Publicly-funded Programmes
- Full-time Tertiary Student Non-means-tested Loan Scheme
- Financial Assistance Scheme for Post-secondary Students
- Non-means-tested Loan Scheme for Post-secondary Students
- Extended Non-means-tested Loan Scheme
- Student Travel Subsidy Scheme for Post-secondary Students
- Living Allowance for Carers of Low-income Families Scheme

5. **Q: If the applicant only applies for the Student Travel Subsidy Scheme (STS) and the Subsidy Scheme for Internet Access Charges (SIA) for their children, can these be used as supporting documents for the "Low-income Household" category?**

A: No. STS and SIA are **not** recognized social security assistance/subsidies under this Programme. Therefore, they cannot be accepted as supporting documents for the "Low-income Household" category.

6. **Q: The electricity bill provided by the applicant is under a company name. Will this affect the eligibility for this Programme?**

A: As long as the electricity bill shows "**Residential Tariff**", the application will *not* be affected, regardless of whether the registered customer is an individual or a company.

**✗** However, if the electricity bill shows "**Non-Residential Tariff**", the application will *not* be eligible.

7. **Q: The applicant's child attends a childcare centre and has applied for the Student Financial Assistance Scheme (SFAS) through the Student Finance Office. If the applicant wishes to apply under the "Low-income Household" category for this Programme, what supporting documents are required?**

A: The applicant may do so, but **all** of the following conditions must be met:

- The **Notification of Result for the 2025/2026 Student Financial Assistance Scheme** must show "**Full Grant**" under the section "Level of Assistance (Effective Date of Assistance)".

8. Q: A person with disabilities holds a “Certificate on the Category of Disability” (CRR4) issued by a Hong Kong registered medical practitioner but does not have a Disability Allowance, Disability Registration Card, or any social security assistance/subsidy. Can they apply for this Programme?

A: No. The application will *not* be accepted unless the applicant can provide **at least one** of the following official document reference numbers:

✔ **Acceptable supporting documents:**

- Disability Registration Card number
- Reference number of the Transport Supplement under the Comprehensive Social Security Assistance (CSSA) Scheme
- Reference number of the Disability Allowance under the Social Security Allowance (SSA) Scheme

✘ **Documents that are *not* accepted:**

- Certificate on the Category of Disability (CRR4)
- Medical certificate issued by a doctor indicating disability
- Signed “Consent for SWD to Obtain Information” (CRR / SWD1)

9. Q: The applicant lives in a rented flat within the CLP supply area, but the electricity account is under the landlord’s name. As a result, the applicant cannot provide a CLP account number or electricity bill. Can they apply for this Programme?

A: No. Applicants **must** provide valid CLP electricity account information, even if the account holder is not the applicant.

✔ **Acceptable situations:**

- The applicant provides the CLP electricity account information of the landlord or another third party, **with the account holder’s consent** for using their information for application and subsidy disbursement purposes.
- The applicant submits a **proof of address** (e.g. bank statement / rental receipt) to show that they reside at the supply address.

📌 **Reminder:**

CLP will **not** handle or intervene in any agreements or disputes between the applicant and third parties. If the subsidy cannot be disbursed due to issues related to a third party, CLP will **not** intervene nor reissue the subsidy.

**10. Q: The electricity account has switched to e-Bill. If the social welfare organization requests a paper bill, what should the applicant do?**

A: This Programme accepts **e-Bills**. Applicants may capture a screenshot of the e-Bill and submit a **clear image** to the social welfare organization or community partner for verification.

The image must clearly show the following information:

- CLP account number
- Name of the account holder
- Supply address

If a social welfare organization requests a paper bill, Programme staff will remind them that **e-Bills are valid documents**, and applicants are *not* required to provide a paper version.

**11. Q: When submitting bank account information for the application of eligible Sub-divided Unit (SDU) categories, what should I pay attention to?**

A: When submitting your bank account information, please note the following requirements:

 **Bank Account Requirements**

- The account **must be a personal Hong Kong Dollar (HKD) savings account**.
- For **consolidated (integrated) accounts**, the document must clearly show the **HKD savings account details**.

 **Required Supporting Documents**

You must provide a **copy of your bankbook or bank statement** showing clearly and completely:

- The account holder's English name
- The **HKD savings account number**
- The bank name

 **Account Types NOT Accepted**

The following account types will NOT be accepted:

- Child accounts
- Foreign currency accounts
- Joint accounts
- Business accounts
- Overseas accounts
- Debit card-only accounts
- Digital / Virtual bank accounts
- Credit card accounts

## ✦ Reminder

- **ATM card copies are not recommended**, because:
  1. Many ATM cards do **not** display the account holder' s English name
  2. The card may **not** show the account type
  3. The printed text may fade, making it difficult for the system to verify the information
- Examples of *not accepted* ATM cards:
  1. Card does **not** show HKD savings account number (**Not acceptable**)
  2. Card does **not** show account holder' s name (**Not acceptable**)



## 12. Q: After submitting the application, can applicants update their information?

A: Yes. Applicants may update their information, but only before the subsidy is disbursed. To request an update, applicants must **proactively contact the partner organization** where the application was originally submitted and provide:

- Application number
- English full name
- Details of the information to be updated
  - For CLP account / bank account updates, applicants **must submit the updated document copy**

## 🚫 Important Reminder

- Once the subsidy has been disbursed, it **cannot be cancelled or reissued**.

**13. Q: What are the requirements for address proof for applications under the Eligible Sub-divided Unit (SDU) category?**

A: Applicants must provide **documents showing their residential address**. The handling requirements are as follows:

**✔ If the document shows the applicant' s name:**

Acceptable documents include:

- Tenancy agreement / rental receipt
- Water bill
- Bank statement
- Telecommunications bill
- Other official documents showing the address

**👶 For child applicants:**

If the applicant is a child:

- Provide **proof of relationship** with the tenant (e.g. parent/guardian)
- A **birth certificate** may be submitted as supporting proof

**📌 Important Note**

If the information provided is insufficient, the welfare agency or community partner **may reject the application**.

**14. Q: The applicant' s parents are not Hong Kong residents, and the applicant is under 18. The parents do not live in Hong Kong and either do not have a local bank account or only hold a child bank account. How should the application be handled?**

A: You may provide the **guardian' s bank account information** to receive the subsidy on behalf of the application.

Please note that CLP **will not be responsible for any agreement or arrangement between you and any third party**. In the event of any dispute or incident arising from such arrangements, CLP will not intervene and no re-issuance of the subsidy will be made.

**15. Q: If the applicant (including children) does not have a bank account, or if the electricity account holder has passed away / the account has become invalid, will the subsidy disbursement be affected? How should this be handled?**

A: The subsidy disbursement **may be affected**. Please follow the appropriate arrangements according to the situation:

The subsidy disbursement **may be affected**. Please follow the appropriate arrangements according to the situation:

**(1) The applicant is a child, does not have a bank account, or only holds a child account**

The application can still proceed. You may provide the **guardian' s bank account information** to receive the subsidy on behalf of the applicant.

**📌 Reminders:**

- The applicant and guardian must ensure that the bank account information provided is accurate and that consent for its use has been obtained.
- The Programme will **not intervene** in any arrangements or disputes between the applicant and any third party.
- If the subsidy cannot be successfully deposited due to incorrect information or other reasons, **no re-issuance** will be arranged.

**(2) The electricity account holder has passed away, or the account has become invalid**

The subsidy must be disbursed through a **valid electricity account**. If the account has already become invalid, please arrange the following as soon as possible:

- Apply for an account name change; or
- Open a new electricity account.

After the update, please notify the partnering organization to ensure records are updated promptly, so the approval and disbursement process will not be affected.

## Part 4 – Audit Check

### 1. Q: Why does CLP need to review subsidy applications?

A: The purpose of this Programme is to provide a one-off electricity subsidy to support families with financial needs. Applicants must meet the eligibility criteria of the Programme in order to receive the subsidy.

To prevent misuse or fraudulent claims, and to ensure proper use of the subsidy, CLP may conduct verification procedures as necessary to confirm that the information provided by applicants is complete and accurate.

### 2. Q: How will CLP conduct random checks on applications?

A: The Programme will conduct **random checks** on a portion of applicants to verify their eligibility. Individuals selected for review will receive a **“Audit Check Letter”** and a **“Review Form”** issued by CLP to confirm their application details.

CLP may also arrange home visits to the residential address provided by the applicant **within 12 months after the application has been approved.**

### 3. Q: What should I do after receiving the "Notification Audit Check Letter" and " Review Form " issued under the Programme?

A: Once the selected applicant receives the **“Applicant Audit Check Notification Letter”** (which includes the Programme’s **“Review Form”** and a return envelope), the applicant **must complete and sign the Review Form and mail it back to CLP Power Hong Kong Limited within 30 days from the issue date of the letter**, using the enclosed return envelope.

#### Important Note

- Before issuing the Audit Check Notification Letter and Review Form by post, Programme staff will have L• If the applicant requires assistance in completing the form, they should contact the social service agency or community partner who submitted the application.
- If the Programme does not receive the completed Review Form one week before the submission deadline, the social service agency, community partner, or Programme staff will call the applicant to confirm whether they have received the Audit Check Notification Letter.

**4. Q: Do applicants selected for audit need to provide supporting documents (e.g. CSSA Notification of Result, Working Family Allowance Notification of Result, etc.)?**

A: Applicants selected for audit only need to return the completed and signed Review Form to CLP Power Hong Kong Limited.

If necessary, Programme staff may contact the applicant through their social service agency or community partner to request copies of supporting documents for verification purposes.

**5. Q: Can an applicant refuse to undergo the audit check?**

A: No. Applicants must complete and return the Review Form as required for CLP to verify their eligibility under the Programme.

If an applicant refuses to undergo the audit check, CLP will be unable to confirm their eligibility, and the application will be halted and subsequently cancelled.

**6. Q: What happens if the “Review Form” is submitted after the deadline?**

A: If the Review Form is not returned by the specified deadline, CLP will be unable to verify the applicant’s eligibility. As a result, the application will be halted and cancelled.

**7. Q: Can the “Review Form” be submitted at any CLP Customer Service Centre (CSC)?**

A: No. The Review Form can only be returned by mail, and the postmark date will be taken as the submission date. Submission in person at any CLP Customer Service Centre is not accepted.

## Part 5 - Application Status and Disbursement of subsidies

1. **Q: How will applications know if their applications has been submitted? Will they receive a notification letter?**

**A:** No notification letter or SMS will be issued.

Once your social service agency or community partner successfully enters your information into The system, an application reference number will be automatically generated.

If you have received this reference number, it means your application has been successfully submitted.

Please keep this number for future enquiries or updates to your application.

2. **Q: The organization has collected all the applicant' s documents but said the information may not be entered into the system immediately, so no reference number has been generated yet. How can the applicant check the progress?**

**A:** You must contact the **social service agency or community partner** that submitted your application directly for updates.

For any application **not yet entered into the Programme' s system**, CLP staff are **unable to process or check** the application status.

3. Q: How will applicants know whether their application has been approved?

A: Applications are processed in sequence. Approved subsidies will be disbursed on or before the end of December this year. You may also contact the social service agency or community partner that submitted your application for updates.

- Elderly aged 65 or above / Low-income households / Persons with disabilities

Once approved, the subsidy will be directly credited to the valid electricity account to offset electricity charges. Applicants can check their electricity bill for details.

(Example of an electricity bill:)



- Eligible Subdivided Unit (SDU) households

Upon approval, CLP will send an SMS using the registered sender name: #CLP.

The subsidy will then be transferred to the applicant's bank account within around 14 working days after the SMS is sent.

Please check your bank account 14 days after receiving the SMS.

◆ If the subsidy is not received after 14 working days:

- Please contact your bank first,
- Then contact your partnering organization for follow-up.

◆ No separate notification will be issued for unsuccessful applications.

Applicants should proactively check with their partnering organization if they have not received any updates.

4. **Q: If the electricity account is terminated due to moving out, and there is unused subsidy remaining in the account, what should be done?**

A: When arranging to terminate the electricity account, you may inform the **CLP Customer Service Representative**, who can assist with **returning any unused subsidy**.

5. **Q: If an applicant is an eligible Subdivided Unit (SDU) household and has received the subsidy, but needs to provide proof to the Social Welfare Department (SWD) because they are receiving CSSA, what should they do?**

A: CLP will send an SMS notification to applicants whose subsidy has been successfully disbursed (a mobile phone number must be provided at the time of application).

The Programme **does not issue proof letters automatically**.

If a proof letter is required, the applicant should contact the **social service agency or community partner** that submitted the application and provide the following information:

- Application reference number
- Applicant's English full name
- Residential address and mailing address

The social service agency or community partner will then email the information to the Programme. After verification, a **proof letter** will be mailed to the applicant's provided address.