

## Category 1 – Category 3 FAQ

### Section I: Application Requirement

**1. Q: What are the eligibility requirements of joining Power Connect Beneficiary Programme?**

A: Beneficiaries of Power Connect Beneficiary Programme must fulfill the following requirements:

➤ **Category 1 - Aged 65 or above either elderly singleton or elderly doubletons**

- Beneficiary who aged 65 or above either elderly singleton or elderly doubletons; and
- receiving assistance from one of the following schemes:
  - Comprehensive Social Security Assistance (CSSA) Scheme; or
  - Higher Old Age Living Allowance; or
  - Normal Old Age Living Allowance

➤ **Category 2 - Low-income earners**

- Beneficiary who are receiving assistance from one of the following schemes:
  - Working Family Allowance (WFA) Scheme; or
  - Comprehensive Social Security Assistance (CSSA) Scheme; or
  - Full Grant of The School Textbook Assistance (TA) Scheme; or
  - Full Grant of Kindergarten and Child Care Centre Fee Remission (KCFRS) Scheme

➤ **Category 3 - The Disabled**

- Beneficiary who are holding / receiving assistance from one of the following schemes:
  - 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

**2. Q: What is the definition of Hong Kong residents under Power Connect Programme?**

A: The beneficiary of all categories must hold a valid Hong Kong identity card not less than one year and have lived in Hong Kong for at least one year. Eligible beneficiaries must provide completely and accurately Hong Kong identity card number. Minors require to provide Hong Kong birth certificate number.

*Those 'holding visas or recognizance forms' issued by the Immigration Department are **not eligible**.*

*Indeed, for non-permanent residents who come to work, study, training propose, and people who hold a working visa that they are **not eligible** to join the programme.*

**3. Q: Can children born in Hong Kong while whose parents are non-permanent residents of Hong Kong apply for the programme?**

A: Children who are holding a valid Hong Kong identity and live in Hong Kong at least one year and fulfil the application requirement that they can apply the programme, they must bring their Hong Kong birth certificate or Hong Kong identity card for NGO verification.

**4. Q: The beneficiary is nearly come to age 65. Can he/she apply to Category 1-Aged 65 or above either elderly singleton or elderly doubletons?**

A: No. The beneficiaries must be aged 65 or above and receiving assistance from the following programmes (Comprehensive Social Security Assistance (CSSA) Scheme; or Higher / Normal Old Age Living Allowance) when they submit their applications. If only fulfil either one requirement, or only receiving **old Age Allowance are not eligible** to apply Power Connect Programme.

**5. Q: If the beneficiary is living with their son or grandsons, can he/she apply to the programme under Category 1?**

A: Beneficiaries only able to apply under Category 1 when he/she is an elderly singleton or elderly doubletons (or all people aged 65 or above in same household). If other people, such as domestic helper/son/grandson, who are below aged 65 then the application is **not eligible**.

**6. Q: If the beneficiary aged 65 while his/her partner is disabled, can they he/she apply the subsidy under Category 1 and 3 respectively?**

A: No. The following situation will be considered as the same application if

- The same household
- Beneficiary has more than one electricity account
- More than one application with the same registered account holder

**7. Q: An elderly singleton of beneficiary who is aged 70 and is receiving assistance from Comprehensive Social Security Assistance (CSSA), but unable to provide a corresponding document number, can he/she continue to apply?**

A: Since one of the application requirements must be provided an eligible and corresponding document number, the application will be **rejected** as insufficient supporting provided. The beneficiary is suggested to contact Social Welfare Department and ask for the corresponding document number for the application.

**8. Q: What is the definition of "Disabled" means in Category 3?**

A: Holder of / Receiving assistance from one of the following schemes

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

**9. Q: The beneficiary does not receive any assistance under his/her disable situation. Is he/she eligible for the application?**

A: Holder of "Card for People with Disabilities" is eligible to apply this programme under his/her disable situation. However, if none of disable supporting document can be provided, he/she is **not eligible** for the scheme.

**10. Q: The beneficiary lives in a rental house within the power supply area of CLP, but the electricity account belongs to the landlord. Therefore, he/she cannot provide the CLP account number and a copy of the electricity bill. Can he/she apply for this scheme?**

A: Since one of the application requirements must be provided a copy of the electricity bill while the subsidy will be deposited into the CLP electricity account directly, the beneficiary must provide a CLP electricity account for Power Connect partnered NGO verification. If the beneficiary unable to provide a copy of the electricity bill, the application will be considered as ineligible. The beneficiary is suggested to ask for consent from the landlord (holder of the CLP electricity account) and submit the application with a copy of the electricity bill. Please note CLP will not take responsibility for the agreement between the beneficiary and any third party.

**11. Q: The beneficiary is not the holder of the CLP electricity account, can he/she apply for the programme?**

A: If the beneficiary has fulfilled the application criteria from either one of the categories and the Power Connect partnered NGO has also verified that the beneficiary is living at the address stated in the CLP electricity bill provided. The beneficiary can submit the application together with electricity bill copy once the consent is made with the account holder.

**12. Q: If the beneficiary currently is using e-bill, what shall the beneficiary do in order to provide a copy of the electricity bill?**

A: Beneficiary could screencap the page of e-bill and print it out. Once the picture could clearly show the CLP electricity account number, the full name of the account holder and the address of the property. The screencap can act as a copy of the electricity bill.

## Section II: Application Procedure

**13. Q: How can beneficiary apply the programme?**

A: All applications must be **verified by Power Connect partnered Non-Governmental Organisations (NGOs)**. NGOs shall nominate and submit eligible applications to CLP. Unverified application forms will not be accepted.

**14. Q: Where can beneficiary apply the programme?**

A: Beneficiary can contact Power Connect partnered Non-Governmental Organisations (NGOs) in your living area starting from now for application. You may refer the NGO list on CLP beneficiary webpage <https://www.clp.com.hk/en/residential/power-connect/beneficiaries>

**15. Q: When is the application period?**

A: The application period is from May 3 to August 31, 2022. However, as the programme has limited quota up to 40,000 for category 1-3. If there are eligible application we received, the deadline may be changed earlier. The announcement will be made on the website.

**16. Q: Any quota limited for this programme?**

A: This programme adopts the quota allocation method to receive applications to the Power Connect partnered NGOs. The total quota for category 1 to 3 is 40,000, The subsidy will be processed and served with limited quota basis. **Due to the limited quota of this programme, the NGOs may not make nominations because the quota is full.** Interested applicant should check with the NGOs first. Even the application is successfully submitted, there is still a chance that the subsidy will not be awarded due to the full quota.

**17. Q: If the Power Connect partnered NGOs cannot nominate the beneficiary due “quota is full or not accepting the cross-district application or NGO only accept member”. How can the beneficiary seek help?**

A: Since all application quotas have been allocated to the designated NGO according to their service district, the cross-district application may not be accepted. Power Connect partnered NGOs have to provide services to their' located district based on the ordinance of the Social Welfare Department, the services may not be offered to residents who lived in another district. **If the quota is full, the application submitted will not be accepted.**

**18. Q: How would the programme be applied?**

A: Beneficiary must be nominated by Power Connect partnered NGOs. The eligibility of the beneficiaries will be reviewed and verified by the NGOs. The subsidy would be credited to the CLP electricity account.

**19. Q: Can the interested applicant submit his/her application directly to CLP?**

A: No. CLP **do not accept** any individual application of Power Connect Beneficiary Programme. **An eligible beneficiary must submit his/her application through Power Connect partnered NGOs.**

**20. Q: Can interested applicant obtain the application form through Power Connect partnered NGOs and submit the completed form to CLP? (Including mailing or submitting the application form to Customer Service Centre personally)**

A: No. All application must be confirmed and submitted by Power Connect partnered NGOs. We **do not accept** any personal submissions.

**21. Q: Can applicant submit his/her application through his/her frequently contacted NGOs even though which is not one of the Power Connect partnered NGOs?**

A: No. Since all application quotas have been allocated to the designated non-government organization of all districts, no further quota could be provided for new NGOs.

- The beneficiary is suggested to find the partnered NGO which accept non-member application from searching through the NGO list <https://www.clp.com.hk/en/residential/power-connect/beneficiaries>. However, **the application whether to be accepted is subjected to the NGOs decision.**
- The beneficiary can choose either one of the NGO which suits his/her needs (Be reminded whether the organization only serve members)

**22. Q: Have district councillors worked with Power Connect Beneficiary Programme?**

A: District councillors are not the nomination of the 2022 Power Connect Beneficiary Programme, please do not apply thru district councillors.

### **Section III: Documents Needed for Application**

**23. Q: What documents are needed for the application?**

A: Beneficiary must provide below document for apply Category 1-3,

- Hong Kong identity card of beneficiary (reviewed by Power Connect NGOs, no hard copy is needed)
- Proof of Address (reviewed by Power Connect NGOs , no hard copy is needed)
- Copy of Electricity Bill (With full display of residential address, English name and CLP electricity account number, **MUST submit hard copy**)
- Eligible and corresponding document number (reviewed by Power Connect NGOs, no hard copy is needed)

**24. Q: The beneficiary's social security allowance has not yet been approved. Can he/she submit an application to the NGO first?**

A: Beneficiary **must be receiving** social security assistance of the relevant category. The beneficiary must wait for the successful approval of the relevant assistance before applying for the programme.

**25. Q: The beneficiary cannot sign on the application form due to disabled/a kid/elderly, how can the beneficiary complete the application?**

A: Beneficiary is advised to seek help from guardian on application and signature.

**26. Q: Can the beneficiary revise the information of the application data after submission?**

A: The eligible beneficiary could make amendments whether there is any amendment needed to be made in the beneficiary's provided materials. Beneficiary **must contact directly** the Power Connect partnered NGOs where he/she apply to provide the related document for NGO verification within the application period. He/she **must also provide the copy of electricity bill to NGO** in case he/she moved out or changed the registered customer's name. English name of beneficiary and application number should be marked down on the copy for CLP identification. (Please provide a Hong Kong Identity number for if you have no application number)

## **Section IV: Application Progress**

**27. Q: How can the beneficiary check on the application progress?**

A: Beneficiary could contact the partnered Power Connect NGOs where he/she apply at.

**28. Q: Will the beneficiary receive any notification result?**

A: Subsidy would be credited to those successful beneficiaries. A SMS notification will be received on or before 31<sup>st</sup> December 2022. However, ineligible applicants will not receive any SMS notification.

**29. Q: How does the beneficiary know whether the application is successful?**

A: One-off subsidy of HK\$1,000 per household will be credited to the successful beneficiary on or before 31<sup>st</sup> December 2022 and the subsidy transaction will be shown in the electricity bill. Successful beneficiaries may check their electricity bill by themselves. The beneficiaries are advised to contact Power Connect partnered NGOs to check the application status.

## **Section V: Distribution of One-off Subsidy of \$1,000**

**30. Q: When will the beneficiary receive the one-off subsidy of \$1,000?**

A: Successful beneficiaries would receive a one-off subsidy of \$1000 on or before December this year.

**31. Q: If the application is successful, how much will the beneficiaries receive and how to receive the subsidy?**

A: Successful beneficiaries could receive a one-off subsidy of \$1,000. The subsidy would be credited to the CLP electricity account.

**32. Q: Can I withdraw \$1,000 electrical subsidy for my own use?**

A: No. This \$1,000 subsidy is only used for deduction of electricity bills.

**33. Q: What can I do if I move out and the subsidy is not used up?**

A: The beneficiary may contact CLP hotline 2678 2678 for assistance.