

Category 4 FAQ

Section I - Application Requirement

1. Q: What are the application requirements to apply as Category 4?

A: The beneficiary must fulfil **ALL** conditions below:

- living in a subdivided unit* in adverse conditions (*Subdivided Units Household)
- the subdivided unit is in a building with a CLP electricity supply
- no individual CLP electricity account is created for the subdivided unit
- be a Hong Kong resident for not less than one year; and have resided in Hong Kong for at least one year since acquiring the Hong Kong resident status.

2. Q: What is the definition of “Subdivided Units”?

A: Regarding [“2016 Population By-census Thematic Report: Persons Living in Subdivided Units”](#) published by the Census and Statistics Department:

“Subdivided units” (SDUs) are formed by splitting a unit of quarters into two or more “internally connected” and “externally accessible” units commonly for rental purposes. In some SDUs, internal drains may be added or altered for installing independent toilets and/or kitchens.

3. 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.*

4. Q: Is beneficiary who are living in adverse condition such as cubicle apartments/loft/bed/cage home/space capsule bed/co-living /rooftop house/squatter) able to apply for the programme?

A: No. Eligible beneficiaries of the Power Connect Beneficiary Programme MUST live in a sub-divided unit. For the definition of “sub-divided units”, please refer to [“2016 Population By-census Thematic Report: Persons Living in Subdivided Units”](#) published by the Census and Statistics Department.

5. Q: If there is an individual CLP electricity account in subdivided unit already, can I apply for the one-cut off subsidy?

A: No. The beneficiary of Category 4 who must live in subdivided unit which have **no individual CLP electricity account** is created. Any eligible beneficiaries (Aged 65 or above either elderly singleton or elderly doubletons, low-income earners, the disabled) who has an individual CLP electricity account can apply for the subsidy programme as the other 3 categories.

6. Q: If I have received one-cut off subsidy this year already, can I apply 2022 Power Connect Beneficiary Programme to get the subsidy again if I move to another sub-divided unit?

A: No. Each household that lived in a sub-divided unit can apply for the subsidy once each year only.

7. Q: I live in subdivided unit but I am non-permanent resident of Hong Kong. My son was born in Hong Kong. Can I 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 of the category 4, you must bring his Hong Kong birth certificate or Hong Kong identity card for NGO verification.

8. Q: If the beneficiary of Category 4 is a kid, who does not have a bank account or has child saving account only, how the application would be processed?

A: If the beneficiary is a kid who does not have a bank account or only has children saving account, the beneficiary could submit the guardian's bank account information so to facilitate the receiving of subsidy. CLP would not take in any responsibility between the beneficiary and third-party's agreement. If there is any dispute or accident, CLP would not distribute the subsidy again.

Section II Application Procedure

9. 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 by partnered NGO will not be accepted.

10. 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>

11. 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 10,000 for category 4. If there are eligible application we received, the deadline may be changed earlier. The announcement will be made on the website.

12. 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 4 is 10,000, 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.

13. Q: If the Power Connect partnered NGOs cannot nominate the beneficiary due "quota is full or not accepting the cross-district application". 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.**

14. 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.

15. 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.**

16. 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.

17. 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)

18. 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

19. Q: What documents are needed for the application of Category 4?

A: Beneficiary must provide below document for apply Category 4:

- HK Identity card of beneficiary
- Residential address of beneficiary (if applicable)
- Copy of Personal Saving Bank Account, completely and clearly Legible Bank Name, Bank Account holder name and Bank Account Number must be shown in the copy (Must provide one of the below bank account copy)
 - copy of Bank book; or
 - copy of Bank Statement/ E-statement; or
 - copy of ATM card

20. Q: What kind of bank account copy can be submitted for applying Category 4?

A: Must provide the Hong Kong Dollars savings account. This programme does not accept children savings account, foreign currency savings account, joint account, internet bank account and credit card account. Full English name of beneficiary must be shown when submitting the copy of bank account. Name of bank account holder, bank account number and bank name must be shown completely and clearly on the copy of bank copy. Application may not be accepted when there is insufficient bank information.

21. 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.

22. 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 bank account information to NGO** in case he/she changed the bank account holder 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

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

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

24. 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 31st December 2022. However, ineligible applicants will not receive any SMS notification.

25. 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 31st December 2022 and the subsidy will be credited to their bank accounts. Successful beneficiaries may check their bank statement 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

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

A: Successful beneficiaries would receive a one-off subsidy of \$1,000 on or before December 2022.

27. 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 \$,1000. The subsidy will be deposited into the bank account designated by the beneficiary.

28. Q: I have received HKD1,000 of electricity bills subsidy in my bank account. I need a notification letter to SWD for proofing this is the electrical subsidy. What can I do?

A: Beneficiary should contact and provide the mailing address to the partnered Power Connect NGOs that submitted the application for you. CLP will a notification letter to the address you provide.