

CLP Underprivileged Families Electricity Subsidy Programme - Frequently Asked Questions

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Section 1 - Eligibility

1. Q: What is CLP's Underprivileged Families Electricity Subsidies Programme (the Programme)?

A: CLP Power will allocate HK\$50 million in 2024 for the CLP Underprivileged Families Electricity Subsidies Programme to alleviate the burden on underprivileged households. CLP Power provides a one-off electricity subsidy of HK\$600 to 50,000 eligible households (including Aged 65 or above either singleton or elderly doubletons, Low-income family, and People with disabilities). We shall also provide one-off electricity subsidy of HK\$1,000 to 20,000 tenants of Subdivided Units within CLP's electricity supply area.

2. Q: What are the eligibility criteria for the program?

A: To apply the Programme, the beneficiaries must be permanent residents or residents of Hong Kong holding a Hong Kong Identity Card and have acquired Hong Kong residency for not less than one year, **resides within the CLP electricity supply area and fulfilled the eligibility for one of the following categories either receiving following assistance, certificates or one of the following schemes:**

➤ **Category of Aged 65 or above either elderly singleton or elderly doubletons**

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

➤ **Category of Low-income family**

- Working Family Allowance (WFA) Scheme or
- Comprehensive Social Security Assistance (CSSA) Scheme or
- **Full Grant** of The School Textbook Assistance (TA) Scheme or
- **Full remission** of Kindergarten & Childcare Centre Fee Remission (KCFRS) Scheme

➤ **Category of People with Disabilities**

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

➤ **Category of Subdivided Unit**

- Living in a subdivided flat unit in adverse conditions
- No individual CLP electricity account created for the Subdivided Unit
- Does not have any CLP electricity account (including residential or business account)

3. Q: Who can apply for the Programme?

A: In addition to meet the application requirements ([Eligibility - Q&A 2](#)) you must be Hong Kong Permanent Residents or residents of Hong Kong holding a Hong Kong Identity Card and have acquired Hong Kong residency for not less than one year (i.e. the date of issuance of the identity card expiration of one year).

- i. Hong Kong permanent resident holding a valid Hong Kong Permanent Identity Card or
- ii. Hong Kong residents who entered Hong Kong with the "Permit for Proceeding to Hong Kong and Macao" (One-way Permit) and hold a valid Hong Kong Identity Card (issued at least one year).

4. Q: If the elderly is only a few months away from reaching the age of 65, is the elderly eligible to apply for the category of aged 65 or above elderly singleton or elderly doubletons?

A: **NO**. Seniors living either elderly singleton or elderly doubletons must be at least 65 years of age and receiving one of the assistances: Comprehensive Social Security Assistance (CSSA) Scheme or Old Age Living Allowance (OALA). If you do not meet one of the above conditions, or **only receive Old Age Allowance (OAA), you are not eligible to apply.**

5. Q: Can 65-year-old elderly receiving Old Age Living Allowance and living with a domestic worker who take care of elderly, be eligible to apply for the category of aged 65 or above?

A: **NO**. To be eligible, the elderly aged 65 or above must live alone or **all persons living together must be aged 65 or above** and are receiving meet the criteria of ([Eligibility - Q&A 2](#)). Part-time workers not living with the elderly will not affect the application.

6. Q: Can 65-year-old elderly living with grandchildren, be eligible to apply for the category of aged 65 or above?

A: **NO**. The category of elderly aged 65 or above either elderly singleton or elderly doubletons must be living alone / dual elderly or all persons living in the same household are aged 65 or above, whilst fulfilling the criteria of ([Eligibility - Q&A 2](#)).

7. Q: A 65-year-old elderly who is receiving Old Age Living Allowance (OALA) and his/her grandchildren is receiving Full Grant of School Textbook Allowance, which category are they eligible for?

A: Since the elderly living with children and grandchildren under the age of 65 are no longer eligible for the category of aged 65 or above either elderly singleton or elderly doubletons. The grandchildren who are receiving the Full Grant of School Textbook Allowance are eligible to apply for the category of Low-Income Family.

8. Q: Can a 65-year-old elderly living with a person with a disability, apply for the Programme separately?

A: **NO.** The programme is family-based, so elderly or their family members can only be listed in one application under the Programme. Applications who are living in the same household or beneficiary has more than one electricity account or more than one holder of the same registered account shall be considered as same application (including the category of Subdivided Units). Otherwise, it will be regarded as duplicate applications. All information shall be based on the first application submitted, and the remaining applications will be considered as null and void.

9. Q: I am an 11-year-old Child with Hong Kong Identity Card and receiving the full grant of School Textbook Allowance. My parents are not Hong Kong residents and do not reside in Hong Kong regularly, am I eligible to apply for the Programme?

A: **YES.** If the child is a Hong Kong resident and resides in Hong Kong for at least one year, and meet the criteria of ([Eligibility - Q&A 2](#)), their approved guardian can apply for the Programme on behalf of the child by providing the child's birth certificate and identity card for verification.

10. Q: I applied Working Family Allowance (WFA) in 2023 with half-rate basic allowance, am I eligible to apply for the Programme?

A: **YES.** The claim period of WFA application is the immediate past six calendar months. Therefore, the Programme would proceed if you received the WFA (includes full-rate, 3/4 rate or half-rate allowance) between 2023 to 2024 and if you continue to apply WFA, you are eligible to apply for the category of Low-income family.

11. Q: Can I apply for the Programme if I live in a harsh environment (cubicles/ lofts/ bedspaces/ cage homes/ space capsules)?

A: **YES.** If you meet the criteria of ([Eligibility - Q&A 2](#)) for the category of subdivided unit (SDU). The subdivided units cannot be installed individual CLP tariff meters. Also, needs to meet the definition of SDU under the Programme. You are eligible to apply for the category of SDU.

The Programme is based on the Census and Statistics Department's [\[2016 Interim Demographic Thematic Report: Residence Persons in subdivided flats\]](#) and [\[2021 Census Technical Report\]](#). The definition of "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. Very often, the non-structural partition walls in the original quarters may be removed while new ones are erected to form the SDUs. Internally connected so that the occupants can move between rooms without going outside through a public corridor, landing or staircase, and externally accessible so

that the occupants have direct access to the street, a public corridor or landing without going through someone else's quarters.

Under the Programme, the harsh environment includes not only outdoor living units in subdivided flats, but also residents living in cubicles, bedspaces/ lofts, rooftop buildings, squatter houses, licence houses and wooden houses, industrial buildings, and commercial buildings. The above-mentioned types of private housing flats are collectively referred to as "subdivided units" under the Programme and do not include the accommodation services provided/ subsidized by government or non-governmental organizations, such as transit housing or Temporary Shelter/ Urban Hostel for Single Persons and street sleeping points for street sleepers.

12. Q: I am renting a subdivided unit, and the landlord has installed sub-meters in the flat, can I apply for the Programme?

A: **YES.** If you meet the criteria of ([Eligibility - Q&A 2](#)) for the category of subdivided unit (SDU). One of the conditions for applying for the category of the subdivided unit is that it cannot have installations of individual CLP tariff meters (The meter installed by CLP, is not a sub-meter installed by the landlords).

In addition, if the unit you live have installed individual CLP tariff meter, you may consider applying to other categories under the Programme. If you meet the requirements of Aged 65 or above, Low-income family and People with disabilities ([Eligibility - Q&A 2](#))

13. Q: I am a subdivided unit resident and have a commercial electricity, can I apply for the Programme?

A: **NO.** You must not hold any CLP Electricity account (including residential or commercial electricity account).

14. Q: I have already received the electricity subsidy for subdivided unit under the Programme. If I relocate to another subdivided unit, can I submit again and receive one more grant?

A: **NO.** Regardless of the applicant (aged 65 or above either elderly singleton or elderly doubletons, low-income family, disabled or subdivided unit type), each eligible household can only apply once.

15. Q: I have already applied for the Programme. Received housing offer and will sign a contract with the Housing Department. PRH will complete the procedures for electricity name transfer, will it affect my application?

A: **NO.** If you have successfully submitted your application with an application number entered by NGOs' or Community Partners, your application will not be rejected if you have an electricity account once applied.

16. Q: I successfully applied and received the grant for CLP's Fuel Subsidy Programme last year, will it affect my application this year?

A: **NO.** This is a new Programme which is different from last year's. Therefore, if you meet the criteria of ([Eligibility - Q&A 2](#)) for the Programme, you may submit applications through NGOs' or Community Partners near your residence.

Part 2 - Application Arrangements

1. Q: How do I submit the application?

A: You must submit your application within the application period, through NGOs, Legislative Council Members or District Councillors ("Community Partners ") who have participated in the Programme. You are required to ensure that the information submitted is true, complete, and accurate. NGOs' or Community Partners will verify the eligibility of beneficiaries and refer eligible beneficiaries for approval by CLP. **CLP does not accept referral applications from unauthorized NGOs or Community Partners.**

In addition, CLP staff of the Programme may request additional documents to the beneficiaries through NGOs or Community Partners, and the beneficiaries must submit additional documents to NGOs or Community Partners within a specified deadline. Otherwise, the processing time of the application may be longer, or the application may be rejected.

Reminder: You may write down the contact number of the NGOs' or Community Partners who submitted the application. To avoid cancelling of your application, do not reject the calls or refuse to answer, and miss any deadline for submitting documents.

2. Q: Where can I apply?

A: You may contact the participating NGOs or Community Partners in your area of residence to apply for the Programme. The list of participants has been uploaded to the Programme webpage. Please click here to [CLP programme website](#) for more information and contact the NGOs or Community Partners to check the any quotas available.

3. Q: When will the application be accepted and within the deadline?

A: The application period runs from 27 March to 31 July 2024.

If the quota of participating NGOs or Community Partners is full or there is any latest information regarding the Programme, the details will be announced on the Programme webpage.

4. Q: Why are there fewer places available this year than in 2023?

A: The quota of the Programme depends on the amount of "CLP Community Energy Saving Fund" each year. Therefore, subsidy quota will not be the same from year to year.

5. Q: Is there any quota for the program?

A: The NGOs or Community Partners of the Program will receive applications through quota allocation.

The total quota for aged 65 or above either elderly singleton or elderly doubletons, low-income family and the disabled is 50,000 and the total quota for subdivided units is 20,000.

Due to the quota limit, if the number of applications is beyond the quota, even if the application is successfully submitted on the online platform, the application may still be rejected due to the quota.

6. Q: What can I do if the quota of NGO or Community Partner in my district is full?

A: All quotas have been allocated to NGOs or Community Partners. We recommend you seek NGOs or Community Partner in your area of residence first. If the quota of the residential area is full, enquire about the NGOs or Community Partners serving in different districts. The participant's list has been uploaded [CLP Programme website](#). **If the quota is full, they will not be able to accept your applications.**

7. Q: If there is a Legislative Council Member's by functional constituencies Office in my area of residence, can I find them to apply the Programme?

A: The Legislative Council Member must be our Community Partners of the Programme; you may browse the participants list on [CLP Programme website](#).

8. Q: Can I apply directly through CLP for the Programme?

A: **No.** The Programme does not accept applications from any individuals directly to CLP. All applications must be verified and submitted by any authorised NGOs or Community Partners; **self-submission is not accepted.**

9. Q: Can I obtain the application form from the NGOs or Community Partners and return it by myself (including by post or in person to CLP Customer Service Centre)?

A: **No.** The Programme only accepts authorized NGOs or Community Partners to submit applications through the CLP NGO online platform and **does not accept any paper application.**

10. Q: How can I obtain a paper application form?

A: There is no paper application form for the Programme. (Paper forms were used in previous programme, we have not used since 2023.)

11. Q: I would like to know how my personal data will be used?

A: The collected personal data is used for the verification and processing of applications for the Programme and any purposes related to the Programme. When processing an application, NGOs, or Community Partners, **please explain to the applicant with a detailed description on [Terms & Conditions](#) and [Personal Information Collection Statement](#) of the Programme.**

12. Q: Due to the long working hours, the NGOs in my living area is closed when I leave my work, can I apply for the Programme near my workplace?

A: NGOs and Community Partners may decide to accept your application according to the service area. NGOs may follow the guidelines from Social Welfare Department to provide services; Community Partners may only be able to provide services to residents in the local district. Therefore, we recommend you check the participating NGOs or Community Partners in your constituency first.

13. Q: Referring to previous subsidy programme, why are some NGOs from Hong Kong Island?

A: Some NGOs and Community Partners have offices on Hong Kong Island. Therefore, they will appear on the participants list. However, the beneficiary of the Programme must reside in CLP's supply area, including Kowloon, the New Territories, and outlying islands (excluding Lamma Island).

14. Q: I have made several calls to the nearest NGOs but in vain, can CLP refer my application to designated NGOs?

A: If you unable to contact NGOs or Community Partners, our programme staff may assist and communicate with NGOs to contact you. At the same time, we must obtain your consent to refer your contact information to the Programme partners. The program is based on the principle of fairness and will not be unsolicited referrals.

Part 3 - Application Documents

1. Q: What documents should I bring to apply for the Scheme?

A: Aged 65 or above either elderly singleton or elderly doubletons, low-income family, and people with disabilities: Please bring along your Hong Kong Identity Card, proof of residential address (if applicable), supporting documents of relevant assistance allowance and electricity bills.

Subdivided unit household please bring along your Hong Kong Identity Card, proof of residential address and bank account information.

See the list below:

	Elderly	Low-income family	The disabilities	Subdivided Unit
Hong Kong Identity Card English name and ID number	√	√	√	√
Proof of residential address Tenancy agreement / Water Bill / Bank Statement				√
Supporting document and reference number	√ Comprehensive Social Security Assistance (CSSA) Scheme/ Old Age Living Allowance (OALA)	√ Working Family Allowance (WFA)/ Comprehensive Social Security Assistance (CSSA) Scheme/ Full grant of School Textbook Allowance (TA)/ Full remission of Kindergarten and Childcare Centre Fee Remission Scheme	√ Registration Card for People with Disabilities (RC) / Comprehensive Social Security Assistance (CSSA) with Transportation Supplement / Social Security Allowance (SSA) Scheme with Disability Allowance	
Electricity bill Must be residential tariff The residential address, the name of the registered customer and the electricity account number must display in full	√	√	√	
Bank account information* The full English name, HKD savings account number and bank name of the account holder must be display clearly. *This information needs to be uploaded to the NGO online platform				√ Front page of bank passbook/ Bank statement

2. **Q: If my Social Security Allowance CSSA has not been approved yet, can I apply via NGOs or Community Partners first?**

A: **No.** One of the prerequisites for applying the Programme is that **you are receiving the relevant type of social security assistance/allowance**, which means you must wait for the successful notification letter of relevant assistance/ allowances before submitting the application by NGOs or Community Partners.

3. **Q: Can a 70-year-old elderly who is living alone and receiving Old Age Allowance (OALA) and fail to provide document number apply for the Programme?**

A: **No.** Beneficiaries or deputy are advised to contact the Social Welfare Department for enquiry and re-issue the document number. For the categories of Aged 65 or above / low-income families and persons with disabilities, one of the application prerequisites "to provide the document number of the supporting document". If this necessary information is not fulfilled, NGOs or Community Partners will not accept such application due to insufficient information to proceed via system.

4. **Q: My child is a university student and has applied for one of the Working Family and Student Financial Assistance Agency – Post-secondary and Tertiary level, can this documentation be used as a proof for low-income family category?**

A: **No.** Post-secondary and tertiary subsidy schemes (including the Tertiary Student Finance Scheme for Publicly-funded Programmes [TSFS], Non-means-tested Loan Scheme for Full-time Tertiary Students [NLSFT], Financial Assistance Scheme for Post-secondary Students [FASP], Non-means-tested Loan Scheme for Post-secondary Students [NLSPS], Extended Non-means-tested Loan Scheme [ENLS] and Student Travel Subsidy [STS] for Tertiary or Post-secondary Students) are not included in one of the social security assistance/allowances of the Programme; therefore, the Programme will not be accepted as low-income category supporting documents.

5. **Q: Working Family and Student Financial Assistance Agency only approve the Student Travel Subsidy Scheme (STS) and the Subsidy Scheme for Internet Access Charges (SIA) for my child, can this documentation be used as a proof for low-income family category?**

A: **No.** The (STS) and (SIA) scheme are not included in one of the social security assistance/ allowances of the Programme; therefore, the Programme will not accept it as a documentation for the application under low-income category.

6. **Q: My 3-year-old child is attending a childcare centre and has applied for the Student Financial Assistance Scheme (SPFS) from Student Financial Assistance Agency, what supporting documents do I need to provide when I apply for the Programme?**

A: You are required to provide proof of application result of the Student Financial Assistance Schemes 2023/2024 (Kindergarten and Childcare Centre Fee Remission Scheme only). NGOs or Community partners must verify the result and confirm the notification is shown as "Full Remission in the column of "Funding Range (Effective Date of Subsidy)". 3/4 or half remission, is not eligible to apply for the Programme. If only one page of the monthly tuition fee subsidy amount is provided without showing the subsidy range, the NGO or community partner may not accept the application.

Receiving subsidy for School-related Expenses for Kindergarten Students (Grant-KG) is not included in one of the social security assistance/allowances of the Programme; therefore, the Programme not accepted as a documentation for the application under low-income category.

7. **Q: I am a visually impaired person with a Certificate of Disability Category (CRR4) issued by a registered medical practitioner in Hong Kong, but I have not registered the "Registration Certificate for People with Disabilities" (RC) or receiving any Social Security Allowance, can I apply for the Programme?**

A: **No.** One of the prerequisites for applying the Programme is that you must have the Registration Card for People with Disabilities or receiving Comprehensive Social Security Assistance (CSSA) Scheme with Transport Supplement or Social Security Allowance (SSA) Scheme with Disability Allowance. You must provide the proof of relevant documentary reference numbers / file number.

Without relevant number; NGOs or Community Partners will not accept when you apply.

The "Certificate of Disability Type for Registration Card for People with Disabilities (CRR4)", "Disability Proof" issued by doctors or the signed "Consent Form for authorization for data checking from Social Welfare Department (CRR/SWD1)" are not included in one of the social security assistance/allowances of the Programme; therefore, the Programme not accepted as a documentation for the application under the People with Disabilities category.

8. **Q: I live in a rented house within CLP's power supply area, the electricity account holder is the landlord, and I cannot provide CLP account number and the copy of electricity bill, can I still apply for the programme?**

A: **No.** One of the application prerequisite for the category of aged 65 or above either elderly singleton or elderly doubletons, low-income family, and person with disabilities, it is expected that you must provide CLP Power account information. If you cannot provide, NGOs or Community Partners reserve the right to refuse your application.

If the electricity account information provided is not under the name of you (e.g. landlord/ family member), the NGOs or Community Partner should remind the beneficiary that the consent of the electricity account holder has been obtained (including using the electricity account information of his/her residential address for the purpose of applying for the Programme and depositing the subsidy). NGOs or Community Partners are also required to confirm that the beneficiary resides in the electricity account at the power supply address (the beneficiary can provide supporting documents such as tenancy agreement or bank statement etc). CLP will not be responsible for any agreement between you and the third party, and CLP will not re-issue the relevant subsidy in the event of any accident or dispute between you and the third party.

9. Q: What should I pay attention to when submitting bank account information for subdivided units' category?

A: You must submit a bank account type of individual HKD savings account and the integrated account must show the HKD savings account in its entirety number. Child accounts, foreign currency accounts, joint accounts, business accounts, overseas accounts, debit card accounts, virtual bank accounts and credit card accounts are not accepted.

You are required to provide a copy of your bank passbook or bank statement to the NGOs or Community Partners, which clearly and completely shows the account holder's English name, HKD savings account number and bank name.

Note: To avoid approval delays, we do not recommend using a bank ATM card as a copy under the Programme.

- Some ATM cards do not show the account holder's English name, or the number shown on the card which is not an HKD savings account.
- Due to the discoloration of the text, the computer system cannot recognize the name and account number of the account holder.

10. Q: My electricity account has been converted to e-bill and there is no paper electricity bill, what should I do?

A: You can capture the page of electronic account slip, with complete CLP account number, holder's name and power supply address when submitting to NGOs or Community Partners.

11. Q: What should I do if the NGOs or Community partners asks me to present a physical bill and does not accept an e-bill?

A: The Program accepts e-Bills. If NGOs or community partners only accept physical bills, the project staff will contact and remind joined partners to accept e-bill.

12. Q: Can I change the information of my application after submitted?

A: **Yes.** If you need to update your information, you should **contact the NGO or Community Partner who submitted your application** before granted the subsidy.

- You are required to provide information to the NGO or community partner, including the application number, name in English and information that needs to be updated (if you change CLP account information or bank account information, an updated copy is required).
- If the following information is amended, the old application must be cancelled and re-submitted by the NGO or community partner.
Including: type of application, type of supporting document, supporting document number, CLP account number, registered name of CLP account, bank account number or name of bank account holder.
- You will receive a new application number once NGO or community partner receives your information and updates it.

If the subsidy has already been granted to you, CLP will not cancel the old application/re-issue and transfer the subsidy in this case.

13. Q: My parents are not Hong Kong residents, I am under the age of 18 and my parents do not reside in Hong Kong and do not have a local bank account or only hold a bank account for children, what can I do?

A: You may submit your guardian's bank account information to receive the subsidy on behalf of you. CLP will not be responsible for any agreement made between you and the third parties. In the event of any accident or dispute, CLP will not reissue the relevant subsidy.

14. Q: What kind of documents do I need to present as proof of address?

A: You may present the tenancy agreement, water bill, bank statement or telecommunications company statement with your full name.

If you apply for the type of subdivided unit household: you are required to provide the detailed address of the subdivided unit. The address includes the unit and room number to the NGOs or Community Partner, otherwise the application may not be accepted due to insufficient information submitted.

15. Q: I have submitted my application to the NGO or Community Partner, the electricity account holder has just passed away, will it affect my application?

A: You should take the initiative to contact the NGO or Community Partner who submitted your application to see if the subsidy has been granted. If the subsidy has not been granted and your electricity account has expired/will be expired soon (e.g. you have requested CLP to change your registered account information, relocation, etc.), you are required to provide your application number, name in English and a copy of the new electricity bill to the NGO or Community Partner to amend the relevant information. Otherwise, the Programme will not be able to grant the subsidy through your electricity account. For details, please refer to [Part III - Application Documents](#) – [Q&A 12/](#)

Note: If you need to apply for a new power supply or name transfer, we advise you to complete it on [CLP's open electricity account website](#) where you will receive an SMS confirmation on the next working day upon submitting all the required documents. It is the fastest way to get new electricity account information.

16. Q: If I provided the electricity bill is registered by a company, will it affect my application?

A: No. Provided the electricity bill shows as "Residential Electricity". This will not affect your application if registered by an individual or company/organisation.

Part IV – Audit Check

1. **Q: Why does CLP conduct audit check on applications for the Programme?**

A: The aim of the Programme is to provide a one-off electricity subsidy to alleviate the burden on underprivileged families. Beneficiaries must fulfil the prescribed eligibility criteria to receive the subsidies. To prevent people from abusing, defrauding, and using the subsidies properly. CLP will conduct information verification procedures as necessary to verify the information provided by the applicants is complete and accurate.

2. **Q: How does CLP conduct audit checking for the Programme?**

A: Random checks will be conducted on some applicants for eligibility review. Those who are randomly checked will receive "Audit Check Letter" and "Review Form" issued by CLP to verify their application qualifications. CLP staff may conduct home visit for reviewing the residential address after the beneficiary's application is approved within 12 months.

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

A: After receiving the "Notification Audit Check Letter" (Containing with the "Review Form" and the return envelope of the Programme), applicants should read carefully. Complete and sign the review form and return it to CLP designated address by post within 30-days from the date of issue of the notification letter by using the return envelope. NGO or Community Partner may offer assistance for the applicants, please assist the applicant to completing the review form.

If the Programme does not receive the form one week before the deadline, the staff of the Programme will contact applicant by phone to see if the letter and the form has not been received.

4. **Q: Do I provide supporting documents (e.g. notification of Comprehensive Social Security Assistance (CSSA) / result of Working Family Allowance (WFA) Scheme etc.)?**

A: Persons subject to random audit checking are only required to return the completed and signed "Review Form" to CLP by post. If necessary, the Programme staff may contact the applicants through NGOs or Community Partners to submit the copies of supporting documents for verification.

5. **Q: Can I refuse audit checking?**

A: **No.** Those who are subject to random checks must complete and return the "Review Form" as required to CLP to verify their eligibility for this programme. If those who are subject to random

checks refuse to conduct audit checking or fail to return the "review form" within the deadline, CLP will not be able to verify the application qualifications, the approval process will be rejected, and application will be cancelled.

6. Q: Can I submit "Review Form" after deadline?

A: If the "Review Form" is not returned before deadline, CLP will not be able to verify the application qualifications, the approval process will be rejected, and application will be cancelled.

7. Q: Can I submit the "Review Form" to CLP's Customer Service Centre (CSC)?

A: **No.** The "Review Form" can only be returned by post and will be based on the postmark date. Self-submission to CLP Customer Service Centre will not be accepted.

Part 5 - Application Status and Disbursement of subsidies

1. Q: Is there any notification after application submission??

A: **No.** The NGOs or Community Partners collect, verify, and input your information once submitted, and the application number will be automatically generated when the application is successfully submitted to the system. You are required to write down the application number so that you can check the processing status, change of information and approval result in the future. The Programme will not have any notification that your application has been accepted or submitted.

2. Q: The NGOs has received all the documents of my application, but they said it may not be entered into the system in real time and does not have an application number, how can I know the progress of the application?

A: You are required to contact NGOs or community partners for enquiries. As your information is not yet in the Programme's system, our staff will not be able to know the status of your application.

3. Q: How to know if the application is approved?

A: If the submitted information is complete and eligible within quota, the system will process it according to the order of application on the system, subsidy will be disbursed on or before the end of December this year.

Details of each category are as follows:

- (Aged 65 or above either elderly singleton or elderly doubletons/ low-income families/ the disabled) who have been approved for subsidy will receive the next issue after approval.
- Subdivided Units: Upon successful approval, you will receive an SMS notification and the subsidy will be transferred to your bank account within 14 working days.

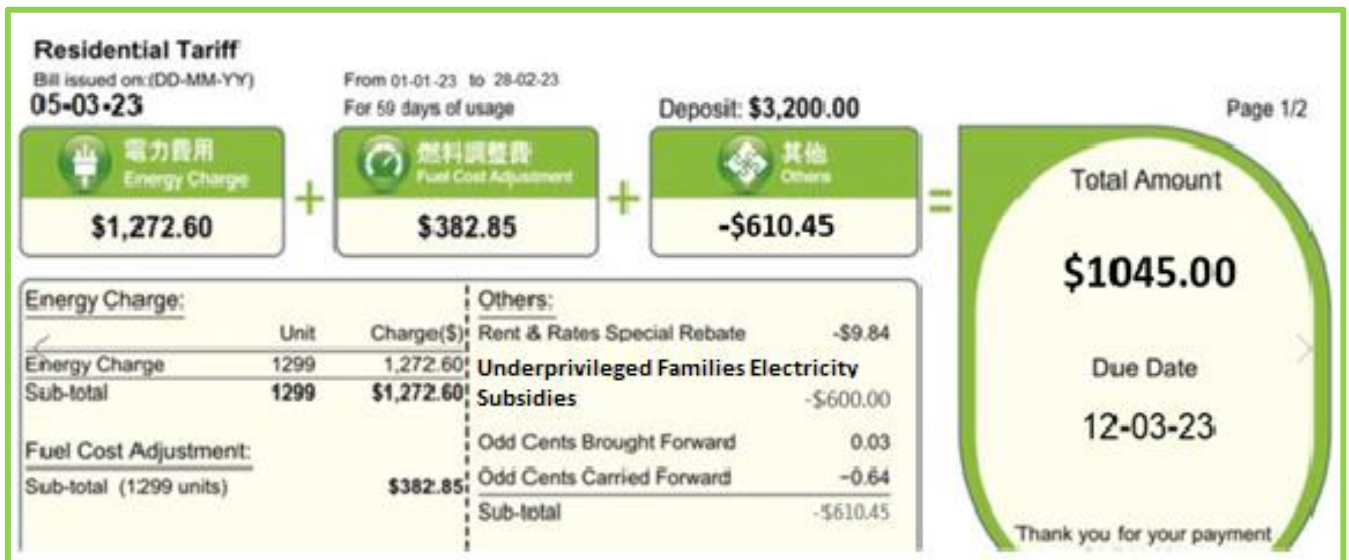
You may also contact the NGO or community partner who submitted your application for further enquiries.

4. Q: What is the approved funding and how will the funding be received?

A: Beneficiaries (Aged 65 or above either elderly singleton or elderly doubletons/ low-income families/ the disabled) who have been approved for subsidy will receive the next issue after approval.

The bill shows that the amount of Underprivileged Families Electricity Subsidies is HK\$600, and the beneficiary needs to check the bill by themselves.

Electricity bill sample:



Beneficiaries who have been approved for subsidy (Subdivided Units) will be credited directly to the designated bank account provided by the beneficiary at the time of application in the amount of HK\$1,000 and the beneficiary should check the bank account or clarify with the bank themselves.

5. **Q: What can I do if the electricity account is terminated due to relocation and there is still no deduction in the subsidy in the account?**

A: When the beneficiary terminates the electricity account, he or she can reach CLP's customer service staff to apply for returning the unused subsidy.

6. **Q: I applied for the category of subdivided unit. I received an SMS yesterday that informed me my subsidy is about to be deposited into my bank account, but there is no transaction record after I check with the bank. What should I do?**

A: The bank posting process usually takes 10-14 working days, you can check with the bank 14 days after receiving the SMS notification.

7. **Q: If the beneficiary receives subsidy in their bank account and is receiving Comprehensive Social Security Assistance, does he or she need to submit supporting documents to the Social Welfare Department?**

A: CLP will send SMS notifications to the beneficiaries who have been successfully granted the subsidy (if mobile phone number is provided at the time of application). If beneficiaries need a certification letter, please contact the NGOs or Community Partner to submit the application and provide relevant information (including application number, recipient's English name, residential address, and mailing address). CLP related Programme staffs will mail the supporting documents to the address provided by the beneficiary upon verification of information.