

CLP Underprivileged Families Electricity Subsidy Programme - Frequently Asked Questions

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Section 1 – Eligibility Criteria

1. **Q: What is the CLP's "Underprivileged Families Electricity Subsidies Programme" (hereinafter referred to as "the Programme")?**

A: In 2025, CLP allocated HKD 50 million through the CLP Community Energy Saving Fund to provide electricity bill subsidies of HKD 600 per household to 50,000 needy families within its supply area (including seniors aged 65 or above either elderly singleton or elderly doubleton, low-income families, people with disabilities). Additionally, the Scheme will distribute HKD 1,000 per household to 20,000 subdivided flat households to alleviate the living burden of needy families.

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

A: To apply this subsidy, the beneficiaries must be permanent residents of Hong Kong or residents who have held Hong Kong resident status for at least 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:

I. Category of Aged 65 or above either elderly singleton or elderly doubletons

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

II. Category of Low-income families

- 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

III. 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

These three categories are only applicable to residential electricity customers.

IV. Category of Subdivided Unit Household

- Living in a subdivided unit with poor living conditions (commonly known as "subdivided flats"); and
- The unit does not have an independent CLP electricity meter; and
- Does not hold any CLP electricity account (including residential tariff account or non-residential tariff account)

3. Q: Who can apply for the Programme?

A: In addition to meet the eligibility criteria (outlined in [Eligibility - FAQ 2](#)) you must be permanent residents of Hong Kong or residents who have held Hong Kong resident status for at least one year (i.e., the issue date of the identity card must be at least one year old).

- i. **Permanent residents of Hong Kong**, 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 (issue date must be at least one year old).

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 65 years old at the time of application and receiving one of the social security allowance/assurances: including Comprehensive Social Security Assistance (CSSA) Scheme or Old Age Living Allowance (OALA), to be eligible. If you do not meet these conditions or are **only receive Old Age Allowance (OAA)** (commonly known as "Fruit Money"), you are not eligible to apply.

5. Q: Can an elderly person who is already 65 years old and receiving the Old Age Living Allowance and a domestic worker living with them to take care of their daily need, be eligible to apply for the category of aged 65 or above?

A: **NO**. To be eligible, the elderly aged 65 or above living alone or as elderly couples requires that the elderly person lives alone or that all co-residents are aged 65 or above, and they must meet the eligibility criteria (outlined in [Eligibility - Q&A 2](#)). A part-time workers who does not live with the elderly does not affect the application.

6. Q: Can an elderly person aged 65 living with their grandchild, 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 requires that the elderly person lives alone or that all co-residents are aged 65 or above, whilst fulfilling the criteria (outlined in [Eligibility - Q&A 2](#)).

7. Q: An elderly person aged 65 receiving the Old Age Living Allowance (OALA) lives with their grandchild, who is receiving full School Textbook Allowance, which category are they eligible for?

A: They can only apply under the low-income families category. Since the grandchild is under 65 years old, they do not meet the eligibility criteria for the category of aged 65 or above either elderly singleton or elderly doubletons. However, the grandchild receiving full grant of School Textbook Assistance qualifies them for the low-income families category.

8. Q: Can an elderly person aged 65 living with a person with disabilities each apply for the Programme separately?

A: **NO**. The programme is family-based, so the 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 11 years old, holding a Hong Kong Child 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 frequently, am I eligible to apply for the Programme?

A: **YES**. Any holder of a Hong Kong Identity Card (including children born to non-local parents) who has lived in Hong Kong for at least one year and meets the eligibility criteria (outlined in [Eligibility - Q&A 2](#)), can apply through their approved guardian. The application must be accompanied by the child's birth certificate and identity card for verification.

10. Q: I successfully applied the Working Family Allowance (WFA) in 2024 with half-rate basic allowance, am I eligible to apply for the Programme?

A: **YES**. Since the application period for the WFA covers the past six calendar months before the application submission. Therefore, the Programme accepts applications from low-income families who received the WFA (approved at full-rate, 3/4 rate or half-rate allowance) during 2024 to 2025 and if will continue to apply and receive the WFA, you are eligible to apply for the category of Low-income families.

11. Q: Can I apply for the Programme if I live in a harsh environment (cubicles wooden partitioned rooms, lofts spaces, bed spaces, cage homes and space capsules)?

A: YES. If you meet the eligibility criteria of (outlined in [Eligibility - Q&A 2](#)) for the category of subdivided unit (SDU), and you are a permanent resident of Hong Kong or a resident who has held Hong Kong resident status for at least one year (identity card issue date must be at least one year old), and your subdivided unit does not have an independent CLP electricity meter, you can apply under the subdivided flat households category.

The Programme is based on the definition of subdivided units from the Census and Statistics Department's [\[2016 Interim Demographic Thematic Report: Residence Persons in subdivided flats\]](#) and the [\[2021 Census Technical Report\]](#). 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, beneficiaries include not only residents of subdivided units but also those living in wooden partitioned rooms, bed spaces/lofts, rooftop structures, squatter huts, licensed houses, wooden houses, industrial buildings, and commercial buildings. These types of private housing units are collectively referred to as "subdivided flats" under the Programme. However, housing or accommodation services provided or subsidized by government or non-governmental organizations (NGO), such as transit housing or temporary shelter or urban single-person hostels as well as street sleeping points for street sleepers, are not included.

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

A: YES. If you meet the eligibility criteria for subdivided flat households (outlined in [Eligibility - Q&A 2](#)). One of the conditions for applying for the category of the subdivided unit household is that there is no installation of individual CLP electricity meters (referring to meters installed by CLP, not sub-meters installed by the landlord). Additionally, your unit has an independent CLP electricity meter, and you meet the eligibility criteria for other categories, including Aged 65 or above, Low-income families and People with disabilities, you may consider applying under those categories.

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

A: **NO**. Subdivided flat households are not allowed to hold any CLP electricity accounts (including residential, commercial, or electric mobility electricity accounts).

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

A: **NO**. Each eligible household (including seniors aged 65 or above living alone/double-elderly, low-income families, persons with disabilities, or subdivided-unit households) can only apply for electricity subsidy once per year.

15. Q: I have previously applied for the subsidy under the subdivided unit household category. I have recently been allocated public housing and will sign the contract with the Housing Authority and set up an electricity account. Will this affect my application?

A: **NO**. If a NGOs or community partners has successfully submitted your application and you have received an application number for the Programme. CLP will verify the application details. Holding an electricity account will not affect the subdivided unit household application (if you had already set up an electricity account before applying, you would not be eligible for the subdivided unit household's category).

16. Q: How can I know if I am classified as a residential electricity customer?

A: You may check the electricity bill, which will be indicate "residential Tariff" as shown in the example below:

The image shows a sample CLP electricity bill. At the top, it has the CLP logo and the slogan "Power Brighter Tomorrows". The customer's name and address are listed as "Mr. CHA TXX CXX, FLAT A 12/F, 88 STREET, MONG KOK KOWLOON". A barcode is present in the center. To the right of the barcode, the account number "82888-12345-6" and the merchant code "02" are displayed. The bill is dated "07-07-23". A red box highlights the "Residential Tariff" label. Below this, the bill is broken down into three components: "Energy Charge" (\$672.25), "Fuel Cost Adjustment" (\$438.23), and "Others" (-\$1,064.08). The total amount is shown as "\$16.10".

Category	Amount
Residential Tariff	
Energy Charge	\$672.25
Fuel Cost Adjustment	\$438.23
Others	-\$1,064.08
Total Amount	\$16.10

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 Councillors, 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. **CLP does not accept referral applications from unauthorized NGOs or Community Partners.**

In addition, CLP programme staff may request additional documents from 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 if any quotas are available.

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

A: The application period runs from 18 March to 31 July 2025.

If the quota for participating NGOs or Community Partners is full, any updates regarding the Programme will be announced on the Programme webpage.

4. Q: Is there any quota for the Programme?

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

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

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

5. Q: What can I do if the quota of NGOs or Community Partners 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. If the quota in your residential area is full, inquire about the NGOs or Community Partners serving in different districts. The participant list has been uploaded to the [CLP Programme website](#). **If the quota is full, they will not be able to accept your applications.**

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

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

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

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

8. 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 submitted by authorized NGOs or Community Partners through the CLP NGO online platform and **does not accept any paper applications.**

9. 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, but we have not used them since 2023.)

10. 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.**

11. Q: Due to the long working hours, the NGOs in my living area is closed when I leave 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.

12. 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).

13. Q: I have made several calls to the nearest NGOs but have been unable to contact them. Can CLP help with referrals?

A: If you are unable to contact a specific NGOs or Community Partners, our Programme staff can assist by contacting the partner, who will then proactively reach out to you. Additionally, the Programme must obtain your consent to refer your contact information to the partners. The Programme operates on the principle of fairness and will not make unsolicited referrals.

Part 3 - Application Documents

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

A: For the categories of aged 65 or above either elderly singleton or elderly doubletons, low-income families, and people with disabilities: You should bring along your Hong Kong Identity Card, proof of residential address (if applicable), relevant subsidy proof documents, and an electricity bill.

For the category of subdivided unit household: you should bring along your Hong Kong Identity Card, proof of residential address and bank account information.

Please refer to the following list:

	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 with 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 (KCFRS) 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 a residential tariff customer, and the bill must clearly show the residential address, the name of the registered electricity account holder, and the CLP account number.	√	√	√	
Bank account information* Must clearly show the full English name of the account holder, the Hong Kong dollar savings account number, and the bank name. *This information must be uploaded to the NGO online platform by the NGO or community partner.				√ Bank Passbook (First Page and Inner Pages) / Monthly bank statement

2. **Q: My Social Security Allowance CSSA application has not been approved. Can I submit my application to NGO or Community Partner first?**

A: **No.** One of the conditions for applying the Programme is that **you must be currently receiving the relevant social security assistance/allowance**, you need to wait until you receive the notification of the successful application result for the assistance/ allowances before submitting your application to the NGO or Community Partner.

3. **Q: 70-year-old elderly living alone is receiving the Old Age Living Allowance (OALA) but has not kept the approval letter and therefore cannot provide the document number. Can they apply for the Programme?**

A: **No.** We recommend that the elderly person or their representative contact the Social Welfare Department to inquire about and reissue the document number for use in the Programme. For the categories of Aged 65 or above, low-income families and persons with disabilities, it is mandatory to "provide the document number." Without the document number, the application will not be accepted. 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 daughter/son is a university student and has applied for and received a subsidy from the Working Family Allowance and the Student Financial Assistance Agency – post-secondary and tertiary education. Can this be used as proof for the low-income families 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 the social security assistance/allowances of the Programme. Therefore, they cannot be used as proof for the low-income families category.

5. **Q: I have only applied Working Family and Student Financial Assistance Agency for the Student Travel Subsidy Scheme (STS) and the Subsidy Scheme for Internet Access Charges (SIA) for my child. Can these to be used as a proof for the low-income families category?**

A: **No.** The (STS) and (SIA) are not included in the social security assistance/allowances under the Programme. Therefore, they cannot be used as proof for the low-income families category.

6. **Q: My child attends a child care centre and I have applied for the Student Financial Assistance Scheme (SPFS) through the Student Financial Assistance Agency. What proof do I need to provide to apply for the Programme under the low-income families category?**

A: You need to provide the notification of the application result for the **2024/2025 Student Financial Assistance Schemes (only the Kindergarten and Childcare Centre Fee Remission Scheme)**. NGOs and Community partners must verify the notification shows Full "Remission under the" Funding Range (Effective Date of Subsidy)" column to accept the application. If the notification shows a subsidy level of "3/4 or half", it does not meet the eligibility criteria. If only the monthly subsidy amount page is provided without showing the subsidy range, the NGO and community partner may not accept the application.

Receiving subsidy for School-related Expenses for Kindergarten Students (Grant-KG) is not included in the social security assistance/allowances under the Programme and cannot be used as proof for the low-income families 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 do not have a "Registration Certificate for People with Disabilities" (RC) or receive Social Security Allowance. Can I apply for the Programme?**

A: **No.** You must provide "Registration Card for People with Disabilities" or the Transport Supplement under the Comprehensive Social Security Assistance (CSSA) Scheme or the Disability Allowance under the Social Security Allowance (SSA) Scheme. Without the document number, the application will not be accepted.

The "Certificate of Disability Type for Registration Card for People with Disabilities (CRR4)", "Disability Proof", or a signed "Consent Form for authorization for data checking from Social Welfare Department (CRR/SWD1)" are not included in the social security assistance/allowances under the Programme. Therefore, cannot be used as proof for the person with disabilities category.

8. **Q: I live in a rented house within the CLP supply area, and the electricity account holder is the landlord. Therefore, I cannot provide the CLP account number and a copy of electricity bill. Can I apply for the Programme?**

A: **No.** One of the application conditions for the categories of aged 65 or above either elderly singleton or elderly doubletons, low-income families, and person with disabilities, is to "provide CLP electricity account information". Therefore, CLP electricity account information is a required document. If you cannot provide it, the NGOs or Community Partners may not be able to process your application.

You can provide the electricity account information of a family member or the landlord. The NGOs or Community Partner will confirm that you reside at the address supplied by the electricity account (you can provide proof of address such as a bank statement or rental receipt). You must obtain the account holder's consent (including using their electricity account information for the application and depositing the subsidy) to use the electricity account for the application. CLP will not be responsible for any agreements between you and the third parties. If any disputes or issues arise between you and third parties, CLP will not intervene or reissue the relevant subsidy.

9. **Q: I want to apply under the subdivided unit households category. What should I pay attention to when submitting bank account information?**

A: Ensure that the submitted bank account type is a personal Hong Kong dollar savings account. Integrated accounts must show the Hong Kong dollars savings account. The Programme does not accept Children's accounts, foreign currency accounts, joint accounts, commercial accounts, overseas accounts, debit card accounts, digital bank (virtual bank) accounts, or credit card accounts. **You need to provide a copy of the bank passbook or bank statement** to the NGOs or Community Partners. The copy must clear and completely show the account holder's English name, Hong Kong Dollar savings account number, and bank name.

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

- Some ATM cards do not show the account holder's English name, or the account number is not a Hong Kong dollar savings account.
- Due to the discoloration or faded text, the computer system may not recognize the account holder's name and account number.

10. Q: My electricity account has switched to e-billing, and I don't have a paper bill. What should I do?

A: You can capture a screenshot of the e-bill, ensuring that the image clearly and completely shows the account number, the name of the account holder, and the supply address for the NGOs or Community Partners to review.

11. Q: The NGOs or Community insists on a physical bill and does not accept e-bills. What should I do?

A: The Programme accepts e-bills. If a specific NGOs or community partners only accepts physical bills, the Programme staff will proactively contact and remind them that the Programme accept e-bill applications.

12. Q: Can I change my application information after submitting it?

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

1. You need to provide information to the NGO or community partner, including the application number, your English name, and the information that needs to be updated (if changing CLP account information or bank account information, you must provide updated copies).

2. If changing the following information, the old application must be cancelled and re-submitted by the NGO or community partner:

Including: Application category, type of proof document, supporting document number, CLP account number, name of the registered CLP account holder, bank account number or name of the bank account holder.

3. Once the social welfare organization or community partner receives your information and updates it, you will receive a new application number.

If the subsidy has already been granted to you, CLP will not cancel the old application, re-issue, or transfer related subsidy.

13. Q: My parents are not Hong Kong residents, and I am under 18 years old. My parents do not live in Hong Kong and do not have a local bank account or only have a children's bank account. How should I handle the application?

A: You can submit your guardian's bank account information to receive the subsidy on your behalf. CLP will not be responsible for any agreement made between you and third parties. If any disputes or issues arise, CLP will not intervene or reissue the related subsidy.

14. Q: What documents do subdivided units household need to provide as proof of address?

A: You can provide the tenancy agreement, water bill, bank statement or telecommunications bill with your full name on it.

If the rental document is not in the beneficiary's name, the organization may require additional documents, such as a bank statement or telecommunications bill showing both the applicant's name and the residential address. If the applicant is a child, additional documents, such as a bank letter or telecommunications bill showing both the applicant's name and the residential address. If the applicant is a child, proof of relationship with the tenant shown on the rental document, such as a birth certificate, must be provided. If the required documents are not provided, the NGO or community partner has the right to reject the application.

Additionally, you must provide the detailed address of the subdivided flat, **including the unit and room number**, to the NGOs or Community Partner. Otherwise, the application may be rejected due to insufficient information.

15. Q: I have submitted my application to the NGO or Community Partner, but the electricity account holder has recently passed away. Will this affect my application?

A: You should proactively contact the NGO or Community Partner that submitted your application to check if the subsidy has been granted. If the subsidy has not been granted and you know your electricity account is invalid or will become invalid (e.g., you have requested a change of registered account information with CLP or relocation, etc.), you must provide your application number, English name and a new copy of the electricity bill to the NGO or Community Partner to update 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 change the account name, it is recommended to complete the procedures on the [CLP's open electricity account website](#) . After submitting the required documents, you will receive a confirmation SMS the next working day. This is the fastest way to obtain new electricity account information.

16. Q: Will it affect my application for the Programme if the electricity bill is in a company name?

A: **No.** As long as the electricity bill shows "residential electricity", the application will not be affected whether the registered customer is an individual or a company. If the electricity bill shows "Non-Residential Electricity," it does not meet the eligibility criteria.

Part 4– Audit Check

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

A: The purpose of the Programme is to provide a one-off electricity subsidy help families in financial need. Beneficiaries must fulfil the established eligibility criteria of the Programme to receive the subsidy. To prevent abuse, fraud, and ensure proper use of the subsidy, CLP will conduct data verification procedures as needed to verify the completeness and accuracy of the information provided by applicants.

☑ 2. Q: How will CLP conduct audit checking on the applications?

A: The Scheme will randomly select some applicants for eligibility verification. Selected individuals will receive an "Audit Check Letter" and a "Review Form" issued by CLP to verify their eligibility. CLP may also send staff to conduct home visits to the provided residential address within 12 months after the application is approved.

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

A: Selected beneficiary must complete the "Notification Audit Check Letter" (enclosed with the "Review Form" and a return envelope), within 30 days from the date of the letter and mail the completed and the "Review Form" back to using the provided return envelope.

Note: Before mailing the "Audit Check Letter" and "Review Form", the Programme staff will have notified the NGOs or Community Partners of the selected beneficiaries via email. If you need assistance filling out the form, please contact the NGOs or Community Partner that submitted the application.

If the Programme does not receive the form one week before the deadline, the NGO or community partner or Programme staff will contact the applicant by phone to check if the letter and the form has been received.

☑ 4. Q: Do I need to 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 mail back the completed and signed "Review Form" to CLP. If necessary, the Programme staff may contact the selected applicant through the NGOs or Community Partners to submit the copies of supporting documents for verification.

🛡️ **5. Q: Can I refuse to accept the audit checking?**

A: **No.** You must complete and mail back the "Review Form" to CLP to verify your eligibility for the Programme. If you refuse to accept the verification, CLP will not be able to verify your eligibility, CLP will not be able to verify your application qualifications, the approval process will be rejected, and application will be cancelled.

🛡️ **6. Q: What happen if I submit the "Review Form" after the deadline?**

A: If the "Review Form" is not mailed back within the deadline, CLP will not be able to verify your eligibility, and the application process will be rejected, and application 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: How do I know if my application has been successfully submitted? Will there be a notification?

A: **No.** The NGOs or Community Partners collect and verify the submitted information and enter it into the system. Once successfully submitted, an application number is automatically generated. If you have received an application number, it means your application has been successfully submitted. You should note down the application number for future reference to check the application approval progress, update information, and view the approval result. The Programme will not notify you of the acceptance or submission of the application.

2. Q: The NGOs has collected my application documents and stated that they may not enter them into the system in real time so there is no application number. How can I check the application progress?

A: You must contact the NGOs or community partners to inquire. Since your information is not yet in the Programme 's system, the Programme staff will not be able to know your application progress.

3. Q: How do I know if my application has been successfully approved?

A: The Programme processes and reviews applications in the order they are received. 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, persons with disabilities: The subsidy will be reflected in the next electricity bill.
- Subdivided units household: Upon successful approval, you will receive an SMS notification, and the subsidy will be transferred to your provided bank account within 14 working days.

You can also contact the NGO or community partner that submitted your application for inquiries.

4. Q: What is the amount of the approved subsidy and how will it be received?

A: Aged 65 or above either elderly singleton or elderly doubletons, low-income families, persons with disabilities: who have been approved for subsidy will receive it in the next bill cycle after approval.

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

Electricity bill sample:



Beneficiaries who have been approved for subsidy (Subdivided Units household) The subsidy will be directly deposited into the bank account you provided during the application, which is HKD 1,000. You need to check your bank account or contact the bank for inquiries.

5. Q: What should I do if I terminate my electricity account due to relocation and there is still unused subsidy in the account?

A: When terminating the electricity account, you can request assistance from the CLP customer service to refund the unused subsidy.

6. Q: I applied for the category of subdivided unit household and received an SMS notification yesterday that the subsidy will be deposited into my bank account. Why haven't I received it today?

A: Receiving the SMS means the bank has started processing the deposit. It usually takes 10-14 working days. You can check your bank account again after 14 working days.

7. Q: I have received the electricity subsidy for the subdivided units household category. Since I am receiving Comprehensive Social Security Assistance, I need to submit proof to the Social Welfare Department. What should I do?

A: After successfully receiving the subsidy, you will receive an SMS notification from the Programme (you must provide a mobile phone number when applying). The Programme will not issue a proof letter for each successful beneficiary. If you need a proof letter, please proactively contact the NGO or community partner that submitted your application and provide the listed information (including application number, your full English name, residential address, and mailing address). After verifying the information, the proof letter will be mailed to you.