

## Group Billing Service Application Form

### 1. TYPE OF APPLICATION

Apply for Group Billing      Group Bill Account Number: \_\_\_\_\_  
 (At least 5 electricity accounts)     Add Child Accounts     Delete Child Accounts     Terminate Group Billing

### 2. ACCOUNT INFORMATION

Name of Applicant	(English)	(中文)
HKID Card or Passport or BR Certification No.		
Contact Telephone Number	Mobile Phone:	Home/Office:
Authorized representatives of the Customer	Contact person:	Contact Number:
Postal Address		
Email Address (Maximum 6 entries and password will be sent to email address *1 only)	*1)	2)
	3)	4)
	5)	6)
Bill Language	<input type="checkbox"/> Chinese	<input type="checkbox"/> English
Group Billing cut-off date	On the _____ *day of the billing months *The date should be mutually agreed by the customer and CLP Power. Cut-off date falling between 2nd and 29th (inclusive) is preferable	

### 3. APPLY FOR GROUP BILLING (Please write additional accounts on separate sheets)

Account(s) to be grouped in the same name of applicant

1)	2)	3)
4)	5)	6)
7)	8)	9)

### 4. ADD CHILD ACCOUNTS (Please write additional accounts on separate sheets)

Account(s) to be grouped in the same name of applicant

1)	2)	3)
4)	5)	6)
7)	8)	9)

### 5. DELETE CHILD ACCOUNTS (Please write additional accounts on separate sheets)

Account(s) to be removed from group bill

1)	2)	3)
4)	5)	6)

I / We hereby agree to abide by the "Terms & Conditions Governing Group Billing Service" attached to this registration form.

Name	Signature & Company Stamp	Date
(Where Applicant is a Corporation, I/we have authority to bind the Corporation.)	(if applicable)	

INTERNAL USE ONLY	Date:
BA NO.	Handled by:      Remarks:

## IMPORTANT NOTES

### 1. SUBMISSION OF APPLICATION

- 1.1 For application and add or delete child account, please fill in individual account number.
- 1.2 Group Billing Service will take effect in approximately 6 weeks.
- 1.3 Please complete and return this form to CLP Power
  - By mail to Customer Care Team, CLP Power Hong Kong Limited, 13/F, Shatin Centre, 6 On Lai Street, Shatin, N.T, Hong Kong.; or
  - At any CLP Power Customer Service Centre during office hours.

### 2. TERMS & CONDITIONS GOVERNING GROUP BILLING SERVICE

#### 2.1 Requirements of Group Billing

- There must be at least 5 electricity accounts in the name of the same registered customer.
- Customer agrees to abide by the Terms & Conditions Governing Group Billing Service and the Supply Rules published by CLP Power from time to time.
- For new application and application to add accounts, if the name of the customer of an individual account is different from the name of the customer of the Group Billing account, the application will be accepted only after change-of-name for the individual account in question has been processed.
- The service is not applicable for customer with multiple electricity groups on 1 bill.

#### 2.2 Group Billing Process

- The charges of individual accounts are consolidated in one group bill by aggregating the charges of all individual accounts and no change is made to the applicable tariff rates.
- All accounts are billed up to a set cut-off date, on actual and projected electricity charges.
- The same due date will apply to payment of all individual accounts.
- Group Bill will be delivered through email – “Green Bill”. CLP Power will not issue bills for individual accounts.
- One month advance notice is required for an application for addition/deletion of any individual/group accounts.
- Before adding or deleting child accounts, the relevant child accounts balance must be zero.

#### 2.3 Projected Electricity Charges

- Projected electricity charges are calculated based on customer’s past or expected electricity charges.
- The cut-off billing date should be mutually agreed by the customer and CLP Power
- The total amount due in the group bill will include projected and actual consumption charges.
- No projection is made for maximum demand (kVA) for Bulk Tariff and Large Power Tariff accounts.

#### 2.4 Payment

- Payment of total charges are settled on or before the due date of the group bill.
- On default of payment by the due date, an additional 5% late payment charge on the actual charges of all accounts shall be payable.
- Electricity supply to all individual accounts will be disconnected if payment is not received by the due date.
- Credit card autopay service is not applicable to Group Billing account.

#### 2.5 Disputes of Charges

- Total charges shall still be settled on the due date shown on the group bill. Any credit/debit adjustment will be made in the subsequent group bill, based on the result of investigation.
- Any accounts in dispute will be excluded for billing from the next group bill until they are resolved.

#### 2.6 Cash Deposit

- Cash deposit will be maintained in the respective individual accounts whereas non-cash deposit will be consolidated under the group account.
- CLP Power will review the total deposit annually to determine its adequacy to meet the normal requirement and in the normal course of events the deposit will not exceed the highest expected charge on all accounts for 60 days.

### 3. PERSONAL INFORMATION COLLECTION STATEMENT

CLP is committed to protecting your privacy. Set out below is information that explains our practices about the way your personal data are collected and used.

#### 3.1 Personal Data We Hold

Personal data held by CLP include information such as your name and address which were collected from you directly and also information such as detailed electricity consumption data and payment records that were gathered during the course of your dealings with CLP.

#### 3.2 Purpose of Collection

CLP may use the personal data held by us for the supply of electricity to you and any directly related purposes. CLP may also use such personal data:

- to open, maintain and terminate accounts
- to supply you with services, facilities and goods you requested
- to respond to and follow up on your enquiries
- to process billing, payments and sales orders
- to conduct customer surveys
- to conduct research and perform statistical analysis
- to enable you to better understand your energy usage
- to gain an understanding of your energy needs
- to provide energy services, hints and tips on energy conservation
- to notify you of changes to our services that may affect you
- to develop new products and services
- to conduct direct marketing activities (including making appeals for non-profit organisations that may or may not be related to CLP)

Please note that you are required to provide your personal data, other than those items indicated as optional. In the absence of your personal data, we may not be able to provide you with services, facilities or goods you require.

#### 3.3 Transfer of Personal Data

CLP may, for any of the purposes stated above, transfer any of your personal data to the following third parties:

- related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong;
- service providers (including service providers outside Hong Kong) engaged by CLP for any of the purposes stated above; and
- entities (including entities outside Hong Kong) for conducting research and preparing statistics relating to any of the purposes stated above.

CLP will disclose data when required to do so by law and may also disclose such data in response to requests from law enforcement agencies or other government and regulatory authorities.

#### 3.4 Access and Correction of Personal Data

You have a right to request access to, and the correction of, your personal data in accordance with the provisions of the Personal Data (Privacy) Ordinance (Cap. 486). Requests for access and correction should be made by email and addressed to our Data Protection Officer at [csd@clp.com.hk](mailto:csd@clp.com.hk) or by letter and sent to the following address:

CLP Power Hong Kong Limited  
Data Protection Officer  
13/F, 6 On Lai Street  
Shatin, NT  
Hong Kong

#### 3.5 Direct Marketing

CLP Group companies within Hong Kong, including CLP Holdings Limited and CLP Power Hong Kong Limited, may use your name, contact phone number, correspondence address, email address and electricity consumption data for marketing our energy services, electrical products, CLP Group organised events and making appeals for non-profit organisations that may or may not be related to CLP.

If you wish us to exclude your personal data for direct marketing purposes, please send us an email, along with your name and account number to our Data Protection Officer at [csd@clp.com.hk](mailto:csd@clp.com.hk) or call us on 2678 2678.

#### 3.6 Privacy Policy Statement

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at [www.clp.com.hk](http://www.clp.com.hk).

Unless specified otherwise, references to "CLP" shall mean CLP Power Hong Kong Limited and the "CLP Group" shall mean CLP Holdings Limited, its subsidiaries and affiliates.

**CLP Power Hong Kong Limited**

**A member of the CLP group**