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New payment channels further simplify the payment of CLP electricity bills

CLP Power Hong Kong (CLP Power) will roll out a new payment initiative that will greatly simplify the way residential and business customers settle their electricity bills all over Hong Kong.

Effective mid-November, CLP customers will be able to pay their bills via one more channel with Bank of China – BOC Dual Currency China UnionPay credit card (CUP). In pioneering the new service, CLP Power will become the first local public utility company to the CUP cardholders to speed up and simplify their payments via autopay.

The new service follows hard on the heels of CLP Power's 1 October launch of a new Over-the-Counter Cash Bill Payment Service with Hong Kong's third largest supermarket chain – China Resources Vanguard (Hong Kong) Company Limited. CLP customers are now making cash payments of up to HK\$5,000 per transaction at 180 China Resources Vanguard Supermarkets and VanGO Convenience Stores across the territory.

“The new services are both exciting extensions of a well-established cash payment network that already spans some 1,500 convenience stores and MTR service counters territorywide. Enabling customers to pay their electricity bills while attending to daily necessities such as shopping or banking, the latest arrangements represent just two more ways we are delivering on our pledge of constantly enhancing customer service,” said Mr. L M Chow, Director, Marketing and Customer Services of CLP Power.

The addition of the two new channels brings to 17 the number of avenues via which CLP customers can now settle their bills. In addition to cash settlements at convenience stores and MTR service counters, specific examples include cheques by mail or via deposit machines; cash and cheque payments at HK Post Offices and autopay via bank accounts or credit cards. CLP Power also offers a variety of e-payment options such as Payment by Phone (PPS) and

bank automated teller machine (ATM), etc. For full details of each payment method, please visit www.clponline.com.hk

Best of all, CLP's new bill payment processes are not only becoming more convenient but also increasingly eco-friendly. As one of the first public utilities to pioneer electronic bill services in 2003, CLP now offers its customers the option of receiving emailed Green Bills that save time and paperwork. The company has recently enhanced the user-friendliness of its Green Bills with the addition of more convenient features and value-added services such as payment due date reminders and consumption histories of up to 14 months. To view a Green Bill demonstration video, please visit www.clponline.com.hk

About CLP Power Hong Kong Limited

CLP Power Hong Kong Limited ("**CLP Power**") is the Hong Kong utility subsidiary wholly owned by CLP Holdings Limited, a company listed on the Hong Kong Stock Exchange and one of the largest investor-owned power businesses in Asia. CLP Power operates a vertically integrated electricity supply business in Hong Kong, and provides a highly reliable supply of electricity and excellent customer services to 5.7 million people in its supply area.

Photo captions:

Photo 1 to 2



(Photo 1 to 2) CLP customers can now settle their bills at around 180 VanGO Convenience Stores and China Resources Vanguard Supermarkets across the territory.

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