

29 January 2015

CLP wins Three Awards in Customer Service Excellence

CLP Power Hong Kong (CLP Power) has always strived for customer service excellence by offering greater convenience and valuable service to the customers. In the Customer Service Excellence Award 2014 organised by the Hong Kong Association for Customer Service Excellence (HKACE), CLP Power clinches Silver Award in the “Grand Award” category and Bronze Award in the “Outstanding Customer Service Programme Award” category with the CLP “Save Now for a Better Future” energy saving competition campaign. Customer Relations Officer, Ms Natalie Tse, scoops Gold Award in the “Contact Centre Service Individual Award” category.

Mr Paul Poon, Managing Director of CLP Power, said, “Hong Kong has been CLP’s home for more than a century and we have grown with the city every step of the way. We provide 5.8 million people with reliable electricity supply and excellent customer service in Kowloon and the New Territories. We are honoured to have received these three awards which are attributable to the efforts of the team in embracing our commitment to operating our business in a sustainable way, providing excellent customer service and enhancing the public awareness on energy efficiency.”

The Customer Service Excellence Award, established in 2002, aims at promoting customer service excellence in Hong Kong, recognising the outstanding performance of organisations and individuals in customer service.

About CLP Power Hong Kong Limited

CLP Power Hong Kong Limited (“CLP Power”) is a 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 high reliable supply of electricity and excellent customer service to 5.8 million people in its supply area.

Photo Captions:

(Photo 1)



Mr Paul Poon, CLP Power Managing Director, and Mr Chow Lap-man, Director of Marketing and Customer Services, led the team to attend the award presentation ceremony of the “HKACE Customer Service Excellence Award”, and share the joy of winning the awards.

(Photo 2)



Mr Paul Poon, CLP Power Managing Director; Ms Quince Chong, Chief Corporate Development Officer, and Mr Chow Lap-man, Director of Marketing and Customer Services, received the Silver Award in the “Grand Award” category.

(Photo 3)



Ms Natalie Tse, Customer Relations Officer, is highly praised by the judges with her winning the Gold Award for “Contact Centre Service Individual Award”.

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