

22 November 2015

CLP Power Warns Customers to Beware of Deceptive Calls

CLP Power Hong Kong Limited (CLP Power) has today (22 November) received more than 100 customer enquiries concerning a bogus pre-recorded phone message purporting to be from CLP Power, informing them of abnormalities with their accounts or outstanding payments. The hoax messages inform customers that their electricity supply will be terminated within two hours because CLP has been acquired by another company.

CLP Power would like to make it clear that the messages are entirely false and that CLP Power would not contact customers with such a pre-recorded message if there was to be a planned power outage. When there is a planned outage, we inform customers in writing, while in the case of an emergency that might lead to a disruption of supply, a duty engineer may call the customer directly depending on the specific situation.

We have reported the case to the police and we would like to advise our customers to be on the alert and not to disclose any personal data to suspect callers. If customers have any doubts about how to react to these calls, they should contact the police for further guidance.

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 service to 5.9 million people in its supply area.

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