12 February 2020

Special Arrangement for CLP's Customer Services

In order to minimise the risk of the spread of the novel coronavirus in the community, CLP Power Hong Kong Limited (CLP Power) will implement special arrangements for its customer services until further notice.

CLP Power's Customer Service Hotline 2678 2678 will shorten its service hours from 14 February (this Friday) to operate from 9am to 6pm, Monday to Friday. The Emergency Hotline 2728 8333 will continue to provide 24-hour service, 7 days a week for customers.

CLP Power Customer Service Centre at Mongkok will maintain the opening hours from 12pm to 6pm, Monday to Sunday, while the other four customer service centres at Shamshuipo, Kwun Tong, Yuen Long and Tai Po will be temporarily closed. Customers are encouraged to manage their electricity account through CLP Power's online services (www.clp.com.hk) and Customer Service Hotline.

Besides, most of the routine meter reading service has been suspended from today (12 February). CLP Power will issue electricity bills with estimated consumption with reference to customers' previous actual consumption. When the meter reading service resumes, the electricity bill amount will be adjusted according to customers' actual consumption.

CLP Power requests for the kind understanding of our customers on the special arrangements during this period and advises customers to keep alert of the latest development. CLP Power will timely review the special arrangements on its customer services.

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 6 million people in its supply area.

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