

22 March 2020

中華電力有限公司
CLP Power Hong Kong Limited

Special Arrangement for CLP's Customer Services

In support of the Government's enhanced anti-epidemic measures to reduce the risk of the spread of the novel coronavirus in the community, and care for the wellbeing of our staff and customers, CLP Power Hong Kong Limited (CLP Power) will strengthen the special work arrangement by a combination of reduction in non-essential works, work-from-home and flexi-hours, while striving for maintaining our power supply service. The company will timely review the special arrangement and request the kind understanding of our customers.

Starting from 23 March, all CLP Power Customer Service Centre at Mongkok, Shamshuipo, Kwun Tong, Tai Po and Yuen Long will be temporarily closed. Customers are encouraged to manage their electricity account through CLP Power's online services (www.clp.com.hk) which is available 24/7, or call the Customer Service Hotline at 2678 2678 from 9am to 6pm, Monday to Friday for assistance. The Emergency Hotline 2728 8333 will continue to provide 24-hour service, 7 days a week for customers.

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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