

20 July 2020

Special Arrangement for CLP's Customer Services

In view of the latest development of the novel coronavirus in the community, CLP Power Hong Kong Limited (CLP Power) will reduce the routine meter reading service. The company will timely review the special arrangement and request the kind understanding of the customers.

During the period, some customers might receive electricity bill with estimated consumption. For residential customers, the electricity bill will be estimated based on the consumption of the same billing period of last year, whereas business customers' electricity bill will be estimated with reference to the consumption of the previous month. When the meter reading service resumes, the electricity bill will be adjusted according to the actual consumption and customers will then receive an adjusted bill. A set of Frequently Asked Questions on estimated and adjusted bill is available at CLP website (<https://clp.to/2ZHfQKP>) for customers' reference. Customers may also contact CLP Power through online service (<https://clp.to/2T75SsK>) or Customer Service Hotline 2678 2678 for enquiries.

In addition, CLP Power Customer Service Centres are temporarily closed and operating hours of the Customer Service Hotline are reduced (except the Emergency Hotline), customers can refer to CLP website (<https://clp.to/2OEIOkx>) to learn the latest service updates.

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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