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CLP Smart Energy@Kwun Tong with Hong Kong's First Digital Self-Service Kiosks Transforms Customer Experience

Digital technology drives innovation and change for everyone, making life easier and more convenient. To enhance its customer experience, CLP Power Hong Kong Limited (CLP Power) has upgraded its Kwun Tong customer service centre and made it the first customer service centre in Hong Kong to feature multi-function self-service kiosks, deploying the latest digital technology to give customers a convenient and flexible account service and shopping experience.

The multi-function **automated self-service machines** at Kwun Tong customer service centre **Smart Energy@Kwun Tong** can be used to handle individual electricity account matters such as applying for and terminating accounts and updating account information. Customers can also print out their bills or take part in the **Power Connect** programme through the machines, of which greatly reducing waiting times. Staff of the centre are at hand to help customers use the **automated self-service machines** and the CLP app, so that people of all ages can enjoy the speedy and convenient digital services.

The centre showcases a variety of the latest products, including electric heated lunch boxes, steam ovens, and highly energy-efficient home appliances such as induction cookers, washing machines, air conditioners, and electric water heaters. Customers can pay for their products by scanning the barcode of the products at the **Grab & Go machines**, where they can pay using Octopus or AlipayHK. Customers can also choose appliances, including air circulation fans and air fryers, from the list on the self-service shopping machine and pay using electronic payment methods. After the checkout, customers can immediately collect the goods with their receipts.

In response to the growing popularity of online shopping, **Smart Energy@Kwun Tong** also provides a new locker pick-up service called **Pay & Go Lockers**. Products under the category of “**Smart Energy@Kwun Tong – Locker Pick Up Special Offers**” (<http://clp.to/elocker1>) on the CLP online **Smart Shopping** platform can be collected from the lockers located outside the centre after business hours, making shopping easier and more flexible for office based customers who can pick up their purchases even after the shop's operating hours.

To promote low-carbon electric cooking, **Smart Energy@Kwun Tong** has also launched our first one-stop service, matching kitchen cabinet with electrical appliances, providing professional advice on kitchen cabinet design, material

selection and installation, as well as a range of appliances for all-electric kitchens to meet customers' needs.

CLP Power Chief Corporate Development Officer Ms Quince Chong said, **Smart Energy@Kwun Tong** promotes innovation and smart service to different customer groups. She said: "We integrate customer services with digital technologies to give customers a carefree account service and shopping experience. The smart home products showcase in the centre let customers further experience the new trend of smart home living."

To celebrate the revamp of our new concept customer service centre, **Smart Energy@Kwun Tong** has launched a series of limited time offers for its opening period until 12 December, including a selection of home appliances with discounts of up to 70% and designated products available at special rates with purchases above a specified amount. To encourage customers to use digital services, CLP customers who participate in the **Power Connect** programme using the **automated self-service machines** can earn 500 CLP Eco Points, which can be redeemed for a range of fabulous prizes.

CLP Power welcomes all to **Smart Energy@Kwun Tong** to experience the new customer services and smart living experience.

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 highly reliable supply of electricity and excellent customer service to six million people.

Photo Captions:

Photo 1



The newly renovated **Smart Energy@Kwun Tong** with its fresh blue-sky design, is the first customer service centre in Hong Kong to introduce multi-function self-service kiosks, allowing customers to handle their electricity accounts and to shop more easily and conveniently, while enjoying a digitalised customer service experience.

Photo 2



Smart Energy@Kwun Tong centre staff shows elderly customers how to use the **automated self-service machines** to handle their electricity account issues, such as printing out bills and updating their account information.

Photo 3



After choosing products at **Smart Energy@Kwun Tong**, customers can pay directly with Octopus or AlipayHK by scanning product barcode at **Grab & Go machines**, eliminating the need to queue up to pay.

Photo 4



Outside **Smart Energy@Kwun Tong** business hours, customers can enjoy the convenience and flexibility of collecting online purchases from lockers outside the centre.

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