

11 February 2022

中華電力有限公司
CLP Power Hong Kong Limited

Special Arrangements for CLP Power's Customer Services

In response to the latest development of the COVID-19 pandemic and to support the Government's anti-epidemic measures to reduce the risk of spreading the coronavirus in the community, CLP Power Hong Kong Limited (CLP Power) has implemented special work arrangements for staff to work from home, if the nature of work allows, for the wellbeing of our staff and customers while striving to maintain our power supply service. The company has also adopted the following special arrangements for its customer services, and requests the kind understanding of customers.

Customer Service Centres

CLP Power's customer service centres at Sham Shui Po, Kwun Tong, Yuen Long and Tai Po have temporarily closed from 7 January, while the customer service centre at Mong Kok continues to provide services to customers from 11am to 7pm, Monday to Sunday, and is closed on general holidays. Customers are encouraged to manage their electricity account anytime and anywhere by logging into their online account at the CLP Power website (<http://www.clp.com.hk>), or by using the CLP Mobile App. CLP Power's Customer Service Hotline at 2678 2678 and Emergency Hotline at 2728 8333 will continue to provide 24-hour service, 7 days a week for customers.

Meter Reading Services and Bill Delivery Services

CLP Power strives to maintain meter reading services and bill delivery services as usual. Subject to the pandemic situation, services at certain locations may be affected.

Meter reading services at locations with higher infection risks, such as buildings included in the compulsory testing notice, will be delayed. The electricity bills for affected customers may be estimated based on their previous consumption. Bill adjustment will be arranged according to actual consumption when the meter reading service resumes, so customers can be assured that they will not end up paying more than needed. A set of Frequently Asked Questions on estimated and adjusted bills is available at the CLP Power website (<https://clp.to/3JfwG2z>) for customers' reference.

Routine meter reading service at other locations as well as for customers who have completed the installation and connection of smart meters will not be affected.

Customers may also experience a delay in receiving electricity bills due to disruptions caused by the pandemic. Affected customers can access and download their eBill on the CLP Power website (http://clp.to/downloadbill_en) or by using the CLP Mobile App. Customers can call CLP Customer Service Hotline for enquiries related to deferred bill payment. They are also encouraged to sign up for receiving eBills at the CLP Power website to get timely electricity usage and billing information.

CLP Power endeavours to maintain our service level and minimise any inconvenience for our customers. The company will timely review service arrangements with regard to the latest COVID-19 developments and the latest service updates will be available on the CLP Power website.

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 six million people in its supply area. In 2021, CLP celebrated the 120th anniversary of its founding in Hong Kong with a commitment to continue to move forward with the community based on a shared vision of a better tomorrow.

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