

25 February 2022

Special Arrangements for CLP Power's Customer Services

Facing the challenges of the COVID-19 pandemic, CLP Power Hong Kong Limited (CLP Power) strives to maintain normal power supply and emergency service to the community. In response to the latest development of the pandemic and its impact, as well as supporting the Government's anti-epidemic measures and safeguarding the wellbeing of our staff and customers, the company has adopted the following special arrangements for its customer services, and requests the kind understanding of customers.

Meter Reading Services and Bill Delivery Services

Starting from today (25 February), CLP Power will provide limited meter reading services. The electricity bills for affected customers will be estimated. 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. 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. 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 on bill delivery caused by the pandemic. Affected customers can access and download their eBill on CLP Power's website (http://clp.to/downloadbill_en) or by using the CLP Mobile App. Customers are also encouraged to sign up for receiving eBills at the company's website to get timely electricity usage and billing information.

Customer Service Centres and Customer Service Hotline

Starting from 1 March, CLP Power's customer service centre at Mong Kok will provide services from 11am to 7pm, Monday to Tuesday, Thursday to Saturday, and close on Wednesday, Sunday and general holidays. The customer service centres at Sham Shui Po, Kwun Tong, Yuen Long and Tai Po will remain closed.

Customers are encouraged to manage their electricity account anytime and anywhere by logging into their online account at the CLP Power's website (<http://www.clp.com.hk>), or by using the CLP Mobile App. Should a need arise to contact us, CLP's Customer Service Hotline at 2678 2678 and the Emergency Hotline at 2728 8333 will continue to provide 24-hour service, 7 days a week for customers.

CLP Power will do our utmost to deliver customer services taking into account the latest COVID-19 developments and the Government's anti-epidemic measures. The company will timely review the service arrangements and the latest service updates will be available on the company's 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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