

25 April 2022

Latest Arrangements for CLP Power's Customer Services

In view of the latest development of the coronavirus epidemic in the community, CLP Power Hong Kong Limited (CLP Power) has resumed its meter reading and bill delivery services, and all its customer service centres have also reopened. Those customers affected by the temporary suspension of meter reading services will receive an amended electricity bill based on their actual consumption.

The epidemic situation has disrupted CLP Power's meter reading services earlier and the company had to estimate some customers' electricity bill with reference to their past consumption. With the resumption of meter reading services, bill adjustment will be arranged for affected customers based on their actual consumption, and 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://e.clp.com.hk/3Ml2aG1>) for customers' reference.

CLP Power encourages customers to set up an online account to conveniently manage their electricity account anytime anywhere via CLP Power's website or CLP Mobile App. Customers can apply for electricity or a name transfer on their account, update personal profile, access and download electricity bill, get timely electricity usage and billing information, etc. Interested customers can browse the short video (<https://e.clp.com.hk/3vvu7UJ>) to learn the simple sign-up steps.

Besides, all CLP Power's customer service centres have now reopened. The company's Emergency Hotline at 2728 8333 will continue to provide 24-hour service, 7 days a week for customers, whereas the operating hours of Customer Service Hotline at 2678 2678 is from 8am to 8pm, Monday to Sunday.

For those places with higher infection risks, meter reading and bill delivery services may still be affected. However, CLP Power will do its utmost to provide customer services taking into account the latest COVID-19 developments and the Government's anti-

epidemic measures. 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 more than six million people in its supply area.

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