

15 December 2022

CLP Power Receives 19 HKCCA Awards Delivers Comprehensive Customer Services to 2.7 Million Customers

CLP Power Hong Kong Limited (CLP Power) has received 19 corporate and individual awards in the Hong Kong Customer Contact Association (HKCCA) Award 2022, including a best-in-class award and 12 gold awards. (Please see appendix for the full list of awards.) These prestigious accolades for customer service centres, customer hotlines, people development, and digital transformation, are testament to CLP Power’s success in delivering consistently outstanding service to its 2.7 million customers.

CLP Power was the sole Gold Award winner in the “Brick-and-Mortar Customer Centre of the Year – Public Service and Utilities” category, and all of its customer service centres were awarded the “Mystery Customer Assessment Award (Brick-and-Mortar) – Public Service and Utilities” Gold Award. Among them, the company’s Sham Shui Po Customer Service Centre overcame keen competition and was given the Best-in-Class title in the Public Service and Utilities category.

For the “Mystery Customer Assessment Award”, entrants were assessed three times over a six-month period to ensure winners consistently delivered high quality, peace-of-mind service. On the second mystery visit, the Sham Shui Po Customer Service Centre scored a perfect 100 in all seven assessment criteria.

In addition, CLP Power’s Customer Service Hotline and Emergency Service Hotline received the “Mystery Customer Assessment Award – Public Service and Utilities” Gold Award for the 13th and sixth consecutive years respectively, reflecting the excellent hotline services provided to customers through the years, particularly in gaining customers’ trust by effectively managing their enquiries.

CLP Power continually invests in people development to help employees perform well in their roles and offer customer services that meet evolving needs. In recognition of this, CLP Power won the “Best Contact Centre in Training and People Development” Gold Award, while six frontline and back-office employees collected individual awards in different categories.

Judges commended CLP Power for the training it gives frontline employees to support elderly customers. Employees in customer service centres are trained to teach elderly people how to use smartphones and mobile apps and connect to Wi-Fi networks, helping them build digital confidence and promoting gerontechnology.

Responding to CLP Power's total of 19 HKCCA awards, Senior Director of Customer Success and Experience Ms Lena Low said, "Our customer service team members are CLP Power's frontline communicators. I applaud them for their hard work and professionalism, and for keeping up to date with the very latest innovations and digital technology knowledge. We will continue to raise our service quality and move forward with the times to provide our customers with the best possible service experience."

The HKCCA Award was launched in 2000. It is one of the most respected industry award programmes in its field, celebrating outstanding companies and their achievements, and recognising the performance of outstanding frontline and back-office customer service representatives.

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.

Photo Captions:

Photo 1



CLP Power landed 19 corporate and individual awards at the Hong Kong Customer Contact Association Award 2022.

Photo 2



CLP Power Senior Director of Customer Success and Experience Ms Lena Low celebrates the achievement with frontline and back-office award winners.

Photo 3



CLP Power’s Customer Service Hotline and Emergency Service Hotline received the “Mystery Customer Assessment Award – Public Service and Utilities” Gold Award for the 13th and sixth consecutive years respectively. CLP Power’s Feed-in-Service Hotline also won the award for the first time.

Photo 4



CLP Power Sham Shui Po Customer Service Centre was named Best-in-Class in the “Mystery Customer Assessment Award (Brick-and-Mortar) – Public Service and Utilities” category.

Appendix:

List of CLP Power winners in the Hong Kong Customer Contact Association Award 2022

Corporate Awards		
Award	Category	
Mystery Customer Assessment Award – Brick-and-mortar Stream ▪ Sham Shui Po Customer Service Centre	Best-in-class	Public Service and Utilities
Mystery Customer Assessment Award – Brick-and-mortar Stream ▪ Sham Shui Po Customer Service Centre	Gold	Public Service and Utilities
Mystery Customer Assessment Award – Brick-and-mortar Stream ▪ Smart Energy@Mong Kok	Gold	Public Service and Utilities
Mystery Customer Assessment Award – Brick-and-mortar Stream ▪ Smart Energy@Kwun Tong	Gold	Public Service and Utilities
Mystery Customer Assessment Award – Brick-and-mortar Stream ▪ Smart Energy@Yuen Long	Gold	Public Service and Utilities
Mystery Customer Assessment Award – Brick-and-mortar Stream ▪ Tai Po Eco Home	Gold	Public Service and Utilities
Mystery Customer Assessment Award ▪ Customer Service Hotline	Gold	Public Service and Utilities
Mystery Customer Assessment Award ▪ Emergency Service Hotline	Gold	Public Service and Utilities
Mystery Customer Assessment Award ▪ Feed-in Tariff Customer Service Hotline	Gold	Public Service and Utilities
Brick-and-Mortar Customer Centre of the Year	Gold	Public Service and Utilities
Best Contact Centre in Training and People Development	Gold	--
Best Customer Contact Centre in Digital Transformation	Bronze	--
Greater China Contact Centre Alliance Recognition Award	Top 5 highest score companies	

Individual Awards			
Digital Transformation Champion ▪ Mr Christopher Chui	Gold	Inbound Contact Centre Team Leader of the Year ▪ Mr Timmy Yip	Gold
Brick-and-Mortar Customer Centre Representative of the Year ▪ Ms Lam Hau Yan	Silver	Inbound Contact Centre Representative of the Year ▪ Ms Trazy Chan	Bronze
Digital Contact Centre Representative of the Year ▪ Mr Ray Lam	Bronze	Outbound Contact Centre Team Leader of the Year ▪ Ms Hebe Cheung	Merit