

11 August 2023

CLP Power Reaches Two Million Smart Meters Milestone for Promoting Energy Management and Low-Carbon Lifestyle

CLP Power Hong Kong Limited (CLP Power) has installed two million smart meters for more than 70% of its customers since 2018 to further enhance the safety and reliability of power supply and encourage its customers to embrace low-carbon living.

Traditional meters only record electricity usage and customers only know their consumption when they receive their electricity bills. Smart meters allow customers to view their hourly consumption as recently as four hours ago by using the CLP Mobile App. This enables customers to better understand their usage patterns and makes it easier for them to reduce their consumption and electricity expenses.

In a survey of over 3,000 residential customers with smart meters conducted by CLP Power in June, more than 70% of the respondents indicated that they used CLP Mobile App to check their daily or hourly consumption, review their projected consumption and set up customised consumption alerts, and this enabled them to better manage their electricity consumption and raised their awareness of energy saving.

Tai Po resident Ms Lau Ying-ying, whose housing estate was fitted with smart meters in 2021, said, “With the installation of smart meters, I have a good grasp of my home’s hourly electricity consumption. It allows me to forecast my next bill on the CLP Mobile App and plan my electricity expenses. If I see consumption going up, I will remind myself and my family members to conserve electricity.”

Smart meters can also help lower peak electricity demand and reduce carbon emissions. Since 2020, CLP Power has invited residential customers with smart meters to make slight adjustments to their consumption behaviour and reduce their energy use during peak demand periods on hot summer days. 950,000 households were invited to join the energy saving event this summer, of which around 70% of the households saved a total of 410,000 kilowatt hours (kWh) of electricity over a period of four hours, which is equivalent to a reduction of 160 tonnes of carbon emissions.

Over the past year, CLP Power encouraged property developers to offer all-electric homes with innovative energy saving technologies and highly energy efficient electrical appliances. Coupled with smart meters which help residents make informed choices about their energy use, these measures make new housing estates more low-carbon and environmentally friendly.

“Customers can enjoy digitalised services and energy management solutions made possible by smart meters to optimise their consumption habits, resulting in energy savings and better management of electricity expenses, supporting the Hong Kong SAR Government to achieve carbon neutrality by 2050,” CLP Power Managing Director Mr Joseph Law said. “In recent years, customers with smart meters have used them as an effective tool for energy management and actively participated in energy-saving events that reduce peak electricity demand. We will continue to enhance the customer experience by launching different services to help people adopt a smarter, low-carbon lifestyle.”

CLP Power will replace traditional meters with smart meters for all customers by 2025. To find out more about the smart meter installation schedule or to get more information about the benefits of smart meters, visit our website at e.clp.com.hk/smartmeter_en or contact us on 2678 0555 during office hours.

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 more than six million people in its supply areas.

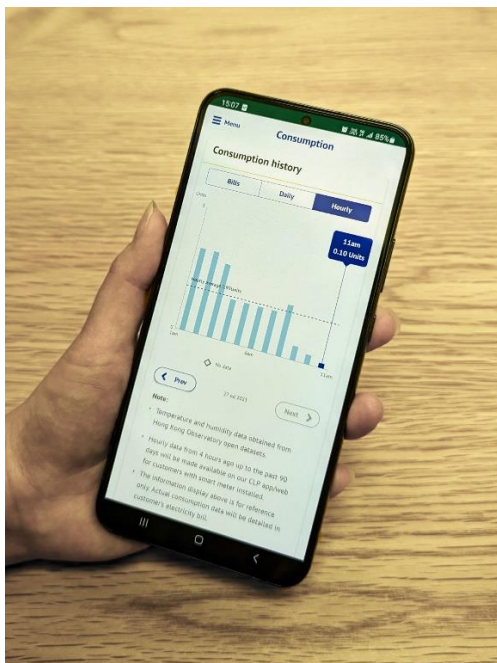
Photo Captions:

Photo 1



CLP Power has connected 2 million smart meters for more than 70% of its customers.

Photo 2



Customers with smart meters can view their hourly consumption up to as recently as four hours ago using the CLP Mobile App, allowing them to better understand their home electricity usage and change their behaviour to reduce their electricity consumption and expenses.

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