

8 August 2024

## **CLP Power Signs MoU with Major Public Housing Management Company Creative Property to Enhance Property Management Sector's Extreme Weather Resilience**

CLP Power Hong Kong Limited (CLP Power) and Creative Property Services Consultants Limited (Creative Property) – a subsidiary of China Merchants Group and Hong Kong's major public housing property management service provider – signed a Memorandum of Understanding (MoU) today (8 August). The MoU aims to strengthen the capability of Creative Property's property management team in energy management and handling of power incidents, improving the industry's resilience to cope with extreme weather conditions. The partnership will also help Creative Property enrich its residents' knowledge of energy saving and decarbonisation and promote the use of digital customer services to mitigate the impact of climate change in the long run.

CLP Power has worked closely with Creative Property for the past five years, providing free energy audits for the company's public and private housing estates and subsidising its energy-saving improvement works with the CLP Eco Building Fund. CLP Power has also shared energy-saving measures with Creative Property's property management practitioners and technicians to accelerate decarbonisation.

The newly signed MoU aims to deepen the partnership between CLP Power and Creative Property in addressing the impact of climate change and encourage low carbon living lifestyle for residents. CLP Power will assist Creative Property in raising property management practitioners' awareness of power quality and will arrange for engineering teams to conduct site visits to housing estates and test electrical equipment. CLP Power will provide professional advice, technical support and recommendations on the installation of post-voltage-dip operation devices for equipment sensitive to voltage dips like elevators, to minimise the impact of voltage dips on residents. Since 2017, all elevators in newly completed properties managed by Creative Property have been equipped with post-voltage-dip operation devices. This measure effectively mitigates the impact of voltage dips. Both parties will also conduct power incident drills at housing estates to strengthen communication and

cooperation in handling unexpected power incidents and improve emergency response capabilities.

Creative Property currently serves more than 120,000 public housing properties, Home Ownership Scheme flats, and private residential units in CLP Power's supply area, more than 90% of which are connected to smart meters. Residents can check their hourly electricity consumption on the CLP Power mobile app to identify energy-saving opportunities and optimise energy management. CLP Power will also organise the Summer Saver Rebate Programme at properties managed by Creative Property, encouraging residents with smart meters to earn rewards by saving energy during specified periods in the summer months, with a view to reducing peak demand and carbon emissions.

To promote digitisation, CLP Power will collaborate with Creative Property to encourage residents to switch to eBills, mobile payment services, and mobile apps, and embrace low-carbon lifestyles. CLP Power and Creative Property will also explore different community activities and support services, drawing on their respective strengths to enhance residents' knowledge of energy saving, decarbonisation, and home electricity safety, and support people in need.

Creative Property Director and General Manager Mr Stephen Poon said, "Hot and adverse weather places a burden on electrical equipment and energy costs. We are pleased to strengthen our partnership with CLP Power to raise awareness of power quality among Creative Property's property management team and improve the ability of residential electrical equipment to withstand extreme weather conditions. We will also work with CLP Power to promote digitisation and encourage residents to adopt a low-carbon lifestyle. Our parent company, China Merchants Group, is committed to fulfilling its social responsibilities. We share the same vision with CLP Power to serve the community and will work together to help the underprivileged and raise environmental awareness in the community."

CLP Power Managing Director Mr Joseph Law said, "CLP Power has adopted a range of measures to minimise the impact of extreme weather on our power systems and customers, including the application of innovative technologies to enhance the resilience of our power systems and provide appropriate support to our customers. In this MoU, we join hands with Creative Property to enhance resilience to extreme weather, and to promote energy saving, decarbonisation, digitisation, and community support, drawing on our combined strengths to combat climate change. We hope the success of this partnership will serve as a role model that can be extended to the entire property management industry in the long run, benefiting both the industry and residents."

CLP Power recently organised a seminar in partnership with the Property Management Services Authority and the Hong Kong Association of Property Management Companies to share information with the property management industry on voltage dip mitigation measures and the handling of power incidents. A list of registered electrical engineers is meanwhile being compiled by CLP Power to help property management practitioners liaise with registered electrical engineers to carry out repairs in the event of emergencies and accelerate the restoration of electricity to buildings.

### **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 Senior Director of Customer Success and Experience Ms Lena Low (left, front row) and Creative Property Deputy General Manager Ms Nancy Lam (right, front row) sign a Memorandum of Understanding to work together to enhance Creative Property's resilience against extreme weather conditions and to promote energy saving, decarbonisation, digitisation, and community support, drawing on their combined strengths to combat climate change. CLP Power Managing Director Mr

Joseph Law (left, back row) and Creative Property Director and General Manager Mr Stephen Poon (right, back row) witness the signing ceremony.

Photo 2



The management teams from CLP Power and Creative Property take a group photo with guests.

(From left to right) CLP Power Director of Customer Success and Sales Dr Anthony Lo, North District Councillor Mr Wan Wo-tat, Chairman of Lung Shan Area Committee (North) Mr Yip Yik-shing, North District Councillor Mr Wan Wo-fai, CLP Power Senior Director of Customer Success and Experience Ms Lena Low, CLP Power Chief Corporate Development Officer Ms Quince Chong, CLP Power Managing Director Mr Joseph Law, Creative Property Director and General Manager Mr Stephen Poon, Creative Property Deputy General Manager Ms Nancy Lam, Creative Property Deputy General Manager Mr Wong King-cheung, North District Councillor Mr Hau Hon-shek, North District Councillor Mr Pun Hau-man, Creative Property Senior Area Manager Mr Rex Wong.

Photo 3



The secondary school student representatives present their understanding of voltage dips to the guests.

Photo 4 and Photo 5



CLP Power's power quality team conducts an onsite visit to a housing estate managed by Creative Property, testing electrical equipment for the housing estate and sharing insights on how to enhance the capabilities of property management practitioners to respond effectively to power-related incidents.

Photo 6 and Photo 7



CLP Power co-hosts a sharing session with Creative Property to discuss promoting energy saving and decarbonisation at its properties, as well as organising different community activities and support services. CLP Power is also encouraging Creative Property's residents to switch to eBills, mobile payment services, and mobile apps and embrace low-carbon lifestyles.

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