

6 October 2025

中華電力有限公司  
CLP Power Hong Kong Limited

## **CLP Power Launches Community Watch & Care Service Pilot Programme Leveraging Smart Meter Data to Enhance Home Safety for the Elderly**

To support the government's promotion of gerontechnology and ageing in place policies, CLP Power Hong Kong Limited (CLP Power) has launched the second phase of its **Community Watch & Care Service Pilot Programme**. By analysing the electricity usage data collected through smart meter, the programme identifies abnormal electricity usage among the elderly, enabling social workers and carers to better understand their living conditions and provide timely support. Since its launch in June last year, the programme has partnered with 9 social welfare organisations and the Hong Kong Housing Society, and offered this innovative support service to nearly 300 elderly people and people in need.

Since 2018, CLP Power has been installing smart meters for its customers as part of an advanced metering infrastructure (AMI) system that provides detailed electricity usage data. Leveraging the technological advantages of the smart meters, which automatically measure and transmit hourly electricity usage to CLP Power, the programme monitors the real-time electricity consumption patterns of elderly people living alone who participated in the service. If abnormal readings are identified by the CLP Power's self-developed data analytics system, such as prolonged periods of unchanged electricity usage or sudden spikes during late-night hours, the system automatically alerts frontline social workers or carers to promptly follow up and provide support.

The first phase of the pilot programme, which lasted for 10 months, concluded in March 2025. By comparing over 2,800 notifications issued by the system during the period with actual situations investigated by social workers, the programme has proven highly effective, with the rate of correctly identifying unusual activity among elderly participants being more than 90%. This demonstrates both the reliability and efficiency of the service. In the second phase, the team use artificial intelligence (AI) to analyse the data from the first phase, making the results even more accurate.

CLP Power collaborated with Haven of Hope Christian Service, the Hong Kong Housing Society, the Hong Kong Sheng Kung Hui Welfare Council and Po Leung Kuk to provide service for over 130 elderly people living alone in the first phase of the pilot programme.

The second phase will further expand the scope of service to benefit elderly couples and people with disabilities. It has also received support from more social welfare organisations including Caritas Hong Kong, the Hong Kong Young Women's Christian Association, The Hong Kong Society for the Aged, The Hong Kong Society for the Blind, The Salvation Army, and Tung Wah Group of Hospitals. Around 150 families in need are expected to join.

At the launch ceremony for the second phase of the pilot programme, Secretary for Labour and Welfare Mr Chris Sun remarked, "In the face of an ageing population, leveraging technology to support ageing in place has become a rising focus. CLP Power's programme aligns perfectly with the government's vision of utilising new technologies to serve the society. This initiative incorporates smart meter technology and exemplify the power of cross-sector collaboration to offer an added layer of protection for elderly people living alone while also helping to ease the caregiving burden on frontline social workers and carers. I hope that in the future, more socially responsible enterprises will join hands with the government and the social welfare sector to build a more compassionate and inclusive age-friendly city."

CLP Power Managing Director Mr Joseph Law said, "Leveraging our skills and resources to serve those in need has always been our commitment at CLP Power. We are delighted that smart meters can do more than just measure electricity consumption. They are also an important tool to spot and assist elderly people who need support. It is truly encouraging that we can accurately identify unusual activity of the elderly people and provide timely support using data from smart meters and AI technology. I hope this programme can help more people in need and bring greater warmth and care to our society."

Haven of Hope Christian Service Operations General Manager – District Elderly Community Service Mr Tony Huang who participated in the first phase of the pilot programme, said, "This service helps us understand the daily habits of elderly people and identify early risks for timely follow-up. Compared to traditional home visits, it reduces disruption to the elderly's lives while continuously monitoring their safety at home."

CLP Power has already connected smart meters for approximately 95% of its customers and expects to complete the entire replacement programme by the end of this year. With the hourly energy usage, customers could better understand their household's electricity consumption patterns to identify energy-saving opportunities. At the same time, they can receive instant alerts in case of abnormal electricity usage which could enhance home safety.

### **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



Secretary for Labour and Welfare Mr Chris Sun remarks that the **Community Watch & Care Service Pilot Programme** demonstrates the synergy of cross-sector collaboration, providing extra protection for underprivileged groups who are often being overlooked. It could also reduce the caregiving pressure of the frontline social workers and carers, building a more caring and harmonious aged-friendly city.

Photo 2



CLP Power Managing Director Mr Joseph Law says that smart meters can do more than just measure electricity consumption. They are also an important tool to spot elderly who need support. It is truly encouraging that we can accurately identify unusual activity of the elderly and provide timely support using data from smart meters and AI technology.

Photo 3



Secretary for Labour and Welfare Mr Chris Sun attends the launch ceremony of CLP Power **Community Watch & Care Service Pilot Programme** with CLP Power's leaders and representatives from participating organisations to officiate at the launch ceremony.

From left to right: Hong Kong Young Women's Christian Association Service Director (Aged Care & Community Health Service) Mr Kenneth Chow, Tung Wah Group of Hospitals Senior Section Manager (Elderly Services) Ms Ng Tsz Kwan, Caritas Hong Kong Director of Social Work Service Ms Carmen Lee, Social Welfare Department Chief Social

Work Officer (Elderly)<sup>1</sup> Ms Tsang Sau Fong, Hong Kong Housing Society General Manager (Social & Elderly Wellness) Mr Romulus Wong, Po Leung Kuk Principal Social Services Secretary (Elderly and Rehabilitation) Mr Faye Cheung, CLP Power Managing Director Mr Joseph Law, Secretary for Labour and Welfare Mr Chris Sun, CLP Power Chairman Mrs Betty Yuen, CLP Power Chief Corporate Development Officer Ms Quince Chong, Haven of Hope Christian Service Operations General Manager – District Elderly Community Service Mr Tony Huang, Hong Kong Sheng Kung Hui Welfare Council Limited Service Director Mr Perick Wong, The Salvation Army Chief Secretary Lieut-Colonel Minny Chan, The Hong Kong Society for the Aged Executive Director Ms Diana Kam, The Hong Kong Society for the Blind Chief Executive Mr Sean Fong and CLP Power Associate Director – Transformation Mr Stephen Li.

Photo 4



During the peer sharing session at the launch ceremony, CLP Power representative shares the experience and results with the frontline social workers who were involved in the first phase of the programme. They also discuss the current application of gerontechnology in the social welfare sector and explore ways to more effectively support the elderly.

From left to right: Po Leung Kuk Kai Yee Jolly Net Centre-in-charge Mr Sam Cheung, Haven of Hope Christian Service Operations General Manager – District Elderly Community Service Mr Tony Huang, CLP Power Associate Director – Transformation Mr Stephen Li and Hong Kong Sheng Kung Hui Tseung Kwan O Aged Care Complex Social Worker Ms Lee Yin Han.

Photos 5 and 6



Secretary for Labour and Welfare Mr Chris Sun (third left), CLP Power Chairman Mrs Betty Yuen (third left), CLP Power Managing Director Mr Joseph Law (second left), CLP Power Chief Corporate Development Officer Ms Quince Chong (first left) and Po Leung Kuk Principal Social Services Secretary (Elderly and Rehabilitation) Mr Faye Cheung (first right) visit the 88 years old Ms Lam (middle) to learn about her experience participating in the **Community Watch & Care Service Pilot Programme** and extend their care.

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