

16 January 2026

CLP Power Honoured with Special Award for Customer Experience at the IDC Future Enterprise Awards

CLP Power Hong Kong Limited (CLP Power) received the Special Award for Customer Experience in Hong Kong at the 2025 IDC Future Enterprise Awards for its Customer Experience Transformation (CXT) Programme. The accolade affirms CLP's commitment to delivering innovative, customer centric digital solutions that enhance customer engagement throughout the entire customer journey.

The CXT Programme is designed to engage customers through innovative solutions and data-driven insights, creating seamless and personalised digital journeys that enhance convenience and empower smart energy management. At the core of this programme is the refreshed CLP App, which provides customers with a single, integrated digital profile. This enables tailored services such as consumption insights, actionable energy-saving recommendations, and support for sustainability initiatives such as "Summer Saver Rebate" and "Electric Vehicle Residential Time of Use Tariff", powered by smart meter data and advanced analytics. Customers will also enjoy real-time usage alerts, billing notifications, and seamless account transfer, creating a truly connected and intelligent energy experience.

To deepen engagement and encourage green living, CLP App incorporates an innovative rewards programme featuring gamified energy-saving challenges, loyalty points, and personalised low-carbon lifestyle tips. These enhancements underscore CLP's commitment to evolving from a traditional utility into a trusted, long-term energy partner.

CLP Power Chief Digital Officer Mr Andre Blumberg said, "Since the launch of the refreshed CLP App, we have seen a remarkable uplift in customer digital engagement, particularly in online move in/move out applications and ePayment adoption. This reflects the trust customers are placing in our digital services and highlights the impact of our commitment to delivering seamless, personalised and sustainable experiences.

The refreshed app is not only transforming how our customers manage their energy needs, it is also laying a strong foundation for our innovation for the future.”

IDC is the premier global provider of market intelligence, data, and events for the information technology, telecommunications, and consumer technology markets. The annual IDC Future Enterprise Awards honour pioneering organisations in the Asia Pacific region for their outstanding achievements in digital transformation and innovative technology.

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.

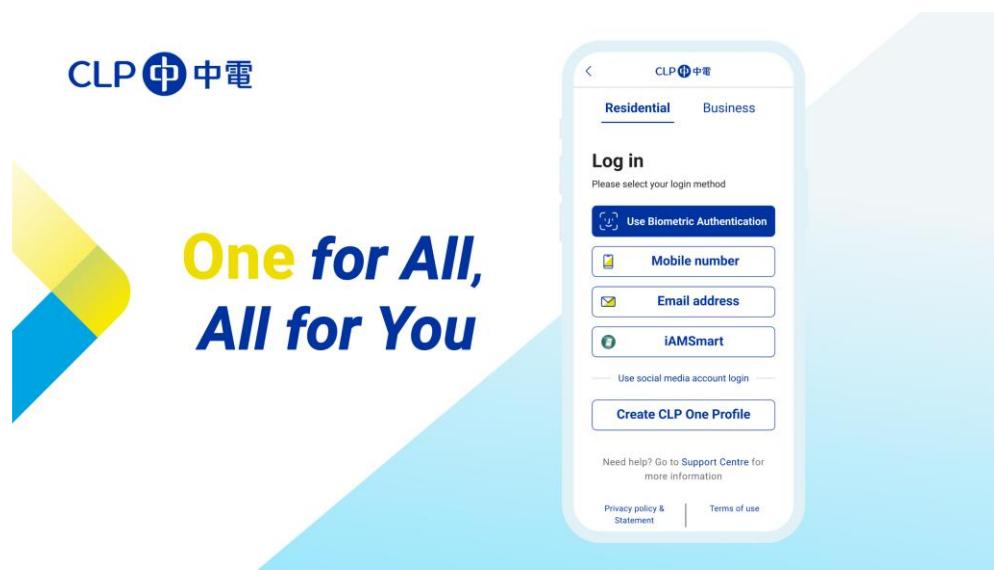
Photo Captions:

Photo 1



CLP Power wins the Special Award for Customer Experience in Hong Kong at the 2025 IDC Future Enterprise Awards for its Customer Experience Transformation (CXT) Programme. CLP Power Associate Director for Business Enablement Ms Carina Ngai (middle) and CLP Power Manager - Digital Product Management Mr Ian Yung (right) receive the award from IDC Vice President - Client Devices Mr Byran Ma (left) at the IDC Future Enterprise Awards ceremony in Singapore.

Photo 2



The refreshed CLP App is CLP's flagship digital platform, offering a unified, customer centric ecosystem that integrates electricity account management, peak demand tools, rewards and more into a seamless, intuitive experience across mobile, web and in person channels.

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