

5 March 2026

## CLP Power Completes Smart Meters Rollout Helping Customers Manage Energy Better while Enhancing Supply Reliability

CLP Power Hong Kong Limited (CLP Power) has completed its **Smart Meter Replacement Programme**, which began in late 2018, enabling customers to better understand and manage their electricity consumption. By the end of 2025, more than 2.88 million smart meters had been connected for residential and small-to-medium enterprise customers, marking a significant milestone in the digital transformation of Hong Kong's power infrastructure.

The city-wide rollout further strengthens the resilience of the power grid, enhances supply reliability, and supports Hong Kong's target of achieving carbon neutrality by 2050, while laying the foundation for smarter energy services and smart city development. It represents an important step in upgrading how electricity is supplied, monitored and managed to meet the needs of a more digital and lower-carbon future.

In the past, traditional electromechanical meters only recorded total electricity consumption and required manual on-site readings. Today's smart meters are equipped with advanced communication systems that automatically transmit usage data, improving accuracy and efficiency while enabling remote meter readings. The enhanced visibility of customers' energy consumption also allows unusual situations to be identified earlier, helping CLP Power engineering staff respond more quickly and maintain a stable, reliable and resilient power supply for customers.

Compared with traditional meters, smart meters provide customers with clearer and more detailed information about how and when electricity is used. Through the **CLP One** mobile app, customers can check their hourly electricity consumption anytime and anywhere, estimate upcoming electricity charges and receive alerts when usage is higher than usual. This enables households and businesses to better understand their energy habits, identify periods of higher consumption and make informed adjustments to save energy and manage electricity costs more effectively.

Access to real-time electricity usage data also supports customer participation in

demand response programmes, which encourage reduced electricity use during peak periods. Since 2020, CLP Power has offered the **Summer Saver Rebate Programme** for residential customers with smart meter. In 2025, three events were held between June and July, inviting more than 1.6 million households to take part. Nearly 80% of participating households successfully reduced their electricity consumption, saving more than 600,000 kilowatt hours (kWh) of electricity over a total of six hours and reducing around 230 tonnes<sup>1</sup> of carbon emissions, setting a record for the programme.

CLP Power Managing Director Mr Joseph Law said, “This year marks a significant milestone as CLP celebrates its 125<sup>th</sup> anniversary of serving the Hong Kong community. Upholding our commitment to continuous improvement, we continue to advance the smart transformation of our power infrastructure. Smart meters are a key component of the smart grid. They not only enhance the power grid’s reliability but also enable us to provide smarter energy services to our customers, helping accelerate Hong Kong’s development as a smart city.”

CLP Power is also proactively leveraging smart meter data to introduce a range of new customer initiatives. In May 2025, the company launched the **Electric Vehicle Residential Time of Use Tariff**, allowing residential customers with smart meter to enjoy a discounted energy charge for charging electric vehicles (EVs) during “Off-peak Period”. This initiative helps customers save money, supports wider adoption of EVs and improves the efficiency of power grid use by reducing electricity demand during peak periods.

In addition, CLP Power launched the **Community Watch & Care Service Pilot Programme** in 2025. By integrating smart meter data with artificial intelligence technology, the programme analyses the electricity consumption patterns of elderly people living alone, helping social workers and caregivers identify unusual situations in a timely manner and provide appropriate support, offering enhanced community care and support for the elderly.

### **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.

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<sup>1</sup> Calculation based on the carbon intensity of the electricity sold by CLP Power in Hong Kong in 2024.

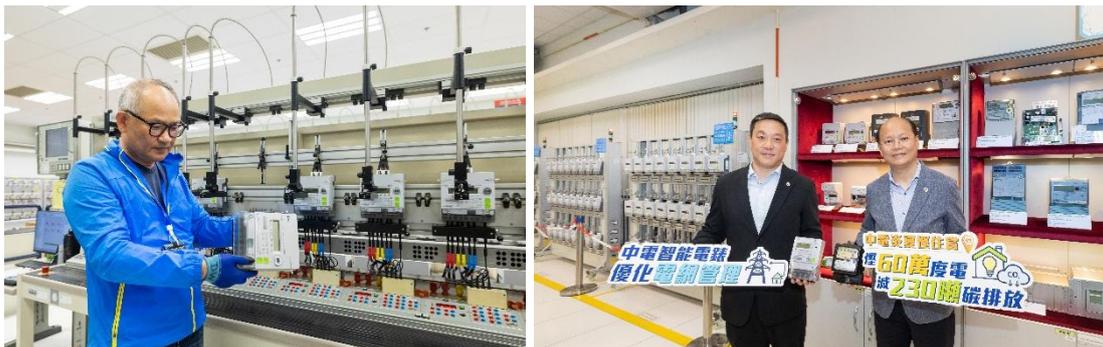
**Photo Captions:**

**Photos 1 and 2**



CLP Power's Smart Meter Replacement Programme connects more than 2.88 million smart meters for residential and small-to-medium enterprise customers, marking a significant milestone in the digital transformation of Hong Kong's power infrastructure.

**Photos 3 and 4**



Representatives from CLP Power guide the media on a tour of the Meter Testing Centre and share the evolution of electricity meter technologies, which help enhance supply reliability and promote low-carbon living.

CLP Power Senior Director of Power Systems Mr Sam Law (left) and CLP Power Director of Customer Success and Sales Dr Anthony Lo (right).

Photo 5



Traditional electromechanical meters (left) can only record electricity consumption and require manual on-site meter readings, whereas smart meters (right) equipped with communication systems can automatically transmit usage data.

Photo 6



CLP Power organises three rounds of the **Summer Saver Rebate Programme** in 2025 and sets up “Smart Energy Saving Kiosks” in various housing estates and major shopping malls, promoting energy saving and decarbonisation through interactive quiz games.

Photo 7



Residential customers can manage their electricity consumption more effectively by using the **CLP One** mobile app to check their hourly electricity consumption anytime, anywhere and set personalised usage alerts.

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