

4 September 2020

CLP Customer Service Centres and 24-hour Customer Service Hotline Resume

In view of the novel coronavirus cases has slowed down, CLP Power Hong Kong Limited (CLP Power) announced that starting from 7 September (next Monday), all its Customer Service Centres will reopen and the Customer Service Hotline 2678 2678 will resume its 24-hour, 7 days a week service. The routine meter reading service will also be resumed except those places with higher infection risks.

Some customers might experience delays in receiving the electricity bill from mid-July as bill delivery by post has been affected amid coronavirus pandemic. CLP Power will exercise discretion in dealing with late payment during this period. Customers are encouraged to download their eBill on CLP's website (http://clp.to/downloadbill_en) or download CLP app to access eBill.

For customers who have received electricity bill with estimated consumption due to reduction of the routine meter reading service at earlier time, they will receive an adjusted bill with the electricity payment being adjusted according to the actual consumption when the meter reading service resumes. A short video (http://clp.to/billing_en) and a set of Frequently Asked Questions on bill delivery, estimated and adjusted bills (<https://clp.to/2ZHfQKP>) is available at CLP website for customers' reference. Customers may also contact CLP Power through online service (<https://clp.to/2T75SsK>) or Customer Service Hotline for enquiries.

CLP Power appreciates the kind understanding of customers on the special arrangements implemented during the pandemic and apologise for any inconvenience caused. The Company will timely review the service arrangement according to the latest development of the pandemic.

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 6 million people in its supply area.

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