

## **“Low Carbon eJourney” Terms and Conditions**

By participating in CLP Power's "Low Carbon eJourney" (hereafter referred to as "the Programme"), customers acknowledge and accept the details of the Programme and agree to comply with the following terms and conditions (hereafter referred to as "the Terms and Conditions").

### **1. Eligibility**

- The Programme is only open to customers who have a valid residential account (**based on the customer records of CLP Power Limited (hereafter referred to as “CLP Power”)**) registered with CLP Power. To qualify for the Programme, a participant must:
  - i. Be a residential customer living within the supply area of CLP Power;
  - ii. Hold a valid electricity account that remains active until the end of the Programme and complete all relevant tasks.

### **2. How to Earn Rewards**

- The Programme consists of two stages, namely the “Starter Recognition” period and the “Expert Recognition” period. Participants must complete the designated tasks within the respective periods.
- The “Starter Recognition” period - Participants must complete the following tasks between August 7 and October 6, 2024, by 23:59 (both dates inclusive, hereafter referred to as the “Starter Recognition” period):
  - i. Fill in the e-Form for the Programme
    - A. If participants have not previously provided CLP Power with consent for receiving direct marketing materials, they should complete the e-Form by 23:59 on October 6, 2024. Upon submission of the form, participants are deemed to accept and agree to receive direct marketing materials related to the Programme.
    - B. If an eligible participant fails to provide CLP Power with consent for direct marketing, CLP Power will be unable to send Programme information and rewards to the participant.
    - C. The information collected will be used solely for sending Programme-related information and will not override any previous instructions regarding receiving direct marketing materials.
  - ii. Subscribe to and consistently use eBill notifications and opt out of paper bills
    - A. Participants will not be regarded as having completed the mission if they receive both paper bills and eBill notifications, or if they unsubscribe from eBills in the “Starter Recognition” period.
    - B. Participants who have already subscribed to eBill notifications before the “Starter Recognition” period are also eligible.
  - iii. Make at least one eligible bill payment by autopay or other ePayment method.
    - A. If a participant requests a refund after making the relevant payment, the amount will not be considered eligible.
    - B. Eligible payment methods:

- Bank/Credit Card Autopay
  - Faster Payment System (FPS)
  - AlipayHK
  - WeChat Pay HK
  - Internet banking
  - PPS
  - ATM
- C. Participants will not be regarded as having completed the mission if an autopay transaction fails. In such instances, they could use other ePayment methods to complete the task.
- D. Participants should allow 4-6 weeks for the approval process of bank/credit card autopay. Only successful transactions are eligible for completing the task.
- E. Participants should maintain their autopay arrangements or use other ePayment methods until the end of the “Starter Recognition” period.
- F. If no bill is required to be settled during the “Starter Recognition” period, participants could make a prepayment by Internet banking, PPS, or ATM for an amount of at least HK\$150.
- “Expert Recognition” period - Participants must complete the following tasks between August 7 and December 31, 2024, by 23:59 (both dates inclusive, hereafter referred to as the “Expert Recognition” Period)
    - i. Fill in the e-Form for the Programme
      - A. If participants have not previously provided CLP Power with consent for receiving direct marketing materials, they should complete the e-Form by 23:59 on December 31, 2024. Upon submission of the form, participants are deemed to accept and agree to receive direct marketing materials related to the Programme.
      - B. If an eligible participant fails to provide CLP Power with consent for receiving direct marketing materials, CLP Power will be unable to send Programme information and rewards to the participant.
      - C. The information collected will be used solely for sending Programme-related information and will not override any previous instructions regarding receiving direct marketing materials.
    - ii. Subscribe to and consistently use eBill notification and opt out of paper bills
      - A. Participants will not be regarded as having completed the mission if they unsubscribe from eBill in the “Expert Recognition” period.
      - B. Participants who have already subscribed to eBill notifications before the “Expert Recognition” period are also eligible.
  - iv. Make at least **two** eligible bill payments by autopay or other ePayment method.

- A. If a participant requests a refund after making the relevant payments, the amounts will not be considered eligible.
- B. Eligible payment methods:
  - Bank/Credit Card Autopay
  - Faster Payment System (FPS)
  - AlipayHK
  - WeChat Pay HK
  - Internet banking
  - PPS
  - ATM
- C. Participants will not be regarded as having completed the mission if an autopay transaction fails. In such instances, they could use other ePayment methods to complete the task.
- D. Participants should allow 4-6 weeks for the approval process of bank/credit card autopay. Only successful transactions are eligible for completing the task.
- E. Participants should maintain their autopay arrangement or use other ePayment methods until the end of the “Expert Recognition” period.
- F. If no bill is required to be settled during the “Expert Recognition” period, participants could make a prepayment by Internet banking, PPS, or ATM for an amount of at least HK\$150.

**Commented [TY1]:** What if a customer is using autopay but have changed to other online payment method during the period? Still eligible? The statement now is quite vague

### 3. Rewards and Redemption

- The Programme consists of two awards, namely Starter Recognition and Expert Recognition.
- Participants entitled to Starter Recognition will be invited to Thankful Week by email between October 16-18, 2024.
- Participants entitled to Expert Recognition will be invited to Saver’s Extravaganza by email between January 13-15, 2025.
- Details of the Programme and rewards will be sent by email to the addresses provided by participants for e-Bill notifications in their CLP online accounts.
- E-tickets are only valid on Domeo (<https://www.clpdomeo.com>). Participants are required to register as Domeo members and link their membership to their CLP online accounts.
- For more details about Thankful Week and Saver’s Extravaganza, please refer to the terms and conditions in the notification email.
- Rewards are available on a first-come, first-served basis, while stocks last.

### 4. General Terms of Conditions

- a. Late submissions or submissions that fail to provide the required information will not be accepted.
- b. The deadline of the Programme is based on Hong Kong time and CLP Power’s server.

- c. CLP Power reserves absolute discretion to determine the eligibility of customers for participation.
- d. CLP Group employees are not eligible to participate in the Programme.
- e. Any sale-related or after-sale service issues associated with delivery, installation, maintenance, repair, and product quality must be resolved between customers and suppliers or retailers. CLP Power will not be liable for any consequences in connection with the products. Participants should contact the suppliers or retailers directly.
- f. Product sales and related issues are subject to the [terms and conditions of Domeo](#).
- g. In the event of any dispute arising from the sales platform Domeo or the redemption of Domeo points, the decision of CLP Power and CLPe Commerce Limited (CLPeC) shall be final and binding.
- h. CLP Power may use and disclose the information provided by customers under the terms and for the purposes of conducting the Programme, including marketing if separate consent is given to CLP Power, and for other purposes of collection as set out in CLP Power's Privacy Policy and Personal Information Collection Statement.
- i. If necessary, for any of the purposes stated above, CLP Power may transfer your personal data to third parties. These include: service providers (including but not limited to service providers outside Hong Kong and cloud service providers) engaged by CLP Power and related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong. CLP Power will disclose personal data when required to do so by law and may also disclose personal data in response to requests from law enforcement agencies or regulatory authorities.
- j. Customers should ensure that all information provided is true, accurate, complete, and up-to-date, and ensure it remains true, accurate, complete and up-to-date without any fraud in the submission of personal data, or false submission of the personal data of others. Customers will be liable for any loss, damage or liability arising out of or in connection with any fraud in the submission of personal data, or false submission of the personal data of others, and indemnify and hold CLP Power and the relevant party harmless for any loss, damage, or claim arising out of or in connection with any fraud on submission of personal data, or false submission of the personal data of others.
- k. If CLP Power is for any reason not capable of conducting the Programme as planned, including infection by computer viruses, bugs, tampering, unauthorised intervention, fraud, technical failure, or any other causes beyond the control of CLP Power which corrupt or affect the administration security, fairness, or integrity or proper conduct of the Programme, CLP Power reserves the right in its sole discretion to take any appropriate course of action available.
- l. To the extent permitted by law, CLP Power will not be liable to any person for any loss (including direct, indirect or other reasons, including but not limited to loss of income, profit or reputation) damage, liability, or personal injury arising from the Programme.
- m. If any of the Terms and Conditions becomes invalid or is declared invalid for any reason, those Terms and Conditions will not affect the enforceability of the other Terms and Conditions.
- n. These Terms and Conditions will be governed by the laws of Hong Kong. Participants agree to irrevocably submit to the exclusive jurisdiction of the courts of Hong Kong.

- p. CLP Power collects and uses your personal data in accordance with CLP Power Personal Information Collection Statement, which is available at [Low Carbon eJourney Personal Information Collection Statement](#).
- q. The English version of these Terms and Conditions shall prevail in case of any discrepancy between the English and Chinese versions. CLP Power and CLPeC reserve the right to alter, suspend or terminate any part of the Programme or the terms and conditions at any time without prior notice.
- r. In the event of any dispute arising from the Programme, the decision of CLP Power will be final and binding.