

CLP Energy-Saving Missions – Summer Saver Rebate (SSR) Programme Details

1. Eligibility

- 1.1 This Programme is only applicable to residential customer accounts of the selected address with smart meters, and customers should be a CLP Power registered electricity account holder, a representative of such an account holder or an occupant of the Selected Address. The accounts must be valid under the same Customer Account and electricity account holder. If you move out from the registered address, suspend your account or change your tariff type to Staff or Non-residential Tariff, all the related entitlements (include current or coming rewards) will be forfeited.
- 1.2 The employees of CLP Power are not eligible to any rewards of this Programme.
- 1.3 You may contact 26780555 to update your mobile phone number and email address so as to receive the latest news of date and time of the Summer Saver Rebate Programme Events (SSR Events). Your mobile phone number and email address provided above will also be updated to your CLP's electricity account to facilitate your receipt of information or messages related to other CLP services/ products/ events.
- 1.4 Participants shall be responsible for any loss, damage or liability arising out of or in connection with any fraud on submission of personal data, or false submission of personal data of others, and indemnify and hold CLP Power and the relevant party harmless for any loss, damage, claim arising out of or in connection with any fraud on submission of personal data, or false submission of personal data of others.

2. Smart Product Trial to finish Summer Saver Rebate Programme Events

- 2.1 To test out if use of smart product helps saving more energy for smart meter customers, CLP and smart product supplier work together to offer Smart Product Trial to let participants enjoy the full benefits of smart technology while earning extra rewards from taking part in the Programme. Eligible participants can enjoy the specified smart gadget for free if they pledge to apply it to complete all SSR Events. Quota applies while stock last.
- 2.2 Participants should also confirm to accept the terms and conditions included in the Letter of Agreement – Smart Product Trial of Summer Saver Rebate. **If participants withdraw from the Programme, or stop smart product internet connection or pairing with the air conditioner, or control the connected air conditioners other than using the smart products, or use it out of registered address or lose the product or whatever reasons leading to failure of completion of the SSR Event or Programme, they will be disqualified and required to return the product or pay the full market price of smart product to CLP. All related entitlement including current or coming rewards will be suspended immediately.**
- 2.3 For more details, please contact 26780555 or email to smartmeter@clp.com.hk.

3. Rewards

- 3.1. You can earn Domeo Points to redeem fabulous prizes or vouchers on CLP Domeo website (<https://clpdomeo.com>) after completion of required activities and saving energy in the Event(s). Domeo Points will be distributed to participants who linked their Domeo Account to CLP Online Account on or before 31 August 2023. The rewards include:

a. Energy-Saving Rewards

- 200 Domeo Points will be rewarded for each unit of electricity saved within the specified hours on the Event Day(s). The more electricity you save, the more Points you will earn. To understand more about the calculation method of energy saving, please refer to Clause 4 of the programme details.

b. Smart Product Trial Reward

- Those entering smart product trial complete the SSR Events with the designated smart product and user feedback survey can earn extra 100 Domeo Points for each unit of electricity saved. To understand more about the calculation method of energy saving, please refer to Clause 4 of the programme details.

c. Top Saver Rewards

- Based on final result of all participated SSR Events of the year, the top 1,500 savers with highest average energy savings will be rewarded extra 800 Domeo Points. Winner of this reward will not entitle to the **Top Smart Saver Rewards** at the same time.

d. Top Smart Saver Rewards

- Based on final result of all participated SSR Events of the year, the top 150 savers with highest average energy savings using designated smart product will be rewarded extra 1,000 Domeo Points. Winner of this reward will not entitle to the **Top Saver Rewards** at the same time.

3.2. Unless otherwise specified, preliminary energy saving results and reward will be uploaded to Summer Saver Rebate page where customers can access via log into CLP website or CLP Mobile App. The rewards will be confirmed after the final results are validated.

3.3. Customers must register their Domeo Account and link it to their CLP Online Account in order to receive the rewards of the Programme. You can login to your Domeo Account to check the Programme rewards in the Domeo Points History. The validated rewards you earn by saving energy will be credited to your Domeo Account within 60 days of your next electricity bill being issued from the date of each event.

4. Energy Saving Reward Calculation Method

200 Domeo Points will be rewarded for each unit of electricity saved (1 kWh); extra 100 Domeo Points will be given to each 1kWh saved for customers with designated smart gadget, within specified hours on the Event day.

4.1. Calculation for Energy Saving Reward

- Electricity saved (kWh) = Baseline energy usage* – energy usage of specified hours on the Event Day
- Energy Saving Reward = Electricity saved (each 1 kWh) x 200 Eco Domeo Points, customers entering smart product trial can earn extra 100 Domeo Points for each unit of electricity saved.
- *Baseline usage is calculated based on your energy use 10 working days[^] before the SSR event day, we will identify 3 days with the highest energy use to calculate an average and set your baseline usage. Depending on the SSR event period (e.g. 6pm to 10pm), we will make reference your energy use during the same period.
- [^]The 10 working days cover Mondays to Saturdays, except public holidays and past event days.
- The final saving value calculation of each unit of electricity saved will be round up to an integer. For example, 2.3 kWh will be rounded up to 3 kWh. Since each unit of electricity saving will earn 200 Domeo Points = 3 kWh x 200 Domeo Points, participant will earn 600 Domeo Points as Energy Saving Reward.
- Energy Saving Reward will be calculated on event basis. For example, you saved 2kWh electricity each in two events, then you can earn 800 Eco Domeo Points (2 x 2kWh x 200 Domeo Points).

4.2. Energy Saving Reward shall be determined based on the actual consumption. However, in case of any data interruption, transmission blackout, delayed transmission due to Internet, computer or communication system failure or whatever circumstances causing data collection failure for

energy saving or above rewards calculation, Energy Saving Reward will be subjected to an estimated consumption based upon the average energy saving of the past events, and there will not be any adjustments made afterwards.

- 4.3. In case of long overdue payment of your accounts, or disconnection or repair or malfunction of smart meter of the registered address on the Event day due to whatever reasons, CLP has its sole discretion to cancel all related entitlements without compensation.
- 4.4. CLP reserve the right to alter, change energy saving calculation method and rewards at any time without prior notice.

5. Domeo Points Rewards

- 5.1 Since 1 March 2023, CLP rewards programme has been upgraded that Domeo Point has replaced Eco Points already. Hence, we recommend customers to register their Domeo Accounts and link to their CLP Online Accounts in order to receive our Programme rewards.
- 5.2 If you fail to link your CLP Online Account to Domeo Account on or before 31 August, all earned Eco Points shall be forfeited, for details you may refer to [Upgrade of rewards programme \(clp.com.hk\)](https://www.clp.com.hk)
- 5.3 Conversion of Eco Points to Domeo Points and redemption of products or services at Domeo website are subject to Terms and Conditions specified in <https://www.clpdomeo.com/en/terms-conditions>
- 5.4 For unlinked CLP online account customer, and do not open the Domeo account before 1st September 2023, no more earning of points (even if performed / completed any earn point task), until a Domeo Account is opened and linked.

6. Opt out from the Programme

- 6.1. You may opt out from the Programme at any time by giving CLP verbal notice, or written notice via letter or email, please email to smartmeter@clp.com.hk or contact 26780555. CLP may terminate or cancel all related entitlements of the Programme at any time if you breach any of the programme details and rules contained herein.
- 6.2. Upon termination, all privileges granted under the Programme shall cease. Termination shall not affect any accrued rights or liabilities of either party nor shall it affect the coming into force or the continuance in force of any provision contained in the Programme which is expressly or by implication intended to come into or continue in force on or after such termination.

7. Electricity Consumption Data

- 7.1. Electricity consumption data will be available to Participants with a time lag of 4 hours, unless the operation of the programme has been affected for any reason.
- 7.2. You will be able to retrieve electricity consumption data which are available and uploaded in our system.
- 7.3. Where there are discrepancies or inaccuracies in electricity consumption data due to whatever reason, CLP will use its best endeavours to rectify and update the affected data in a timely manner.
- 7.4. The data display on CLP web or app is for reference only and there may be a discrepancy with your electricity bill, it doesn't reflect the actual usage of consumption and actual consumption saving. Actual usage shown in your electricity bill will prevail in the event of any discrepancy.
- 7.5. The display of hourly and daily data depends on the quality of the transmission connection. In the event of poor connectivity, there may be delay in the availability of data.
- 7.6. CLP makes no representation or warranty as to the accuracy, timeliness, completeness or reliability of any data shown on CLP web or app, and no responsibility or liability is accepted over the use or reliance upon any such data.

8. General Programme Details and Rules of the Summer Saver Rebate

- 8.1 Participants should carefully review, understand and accept the Programme details, as well as the Disclaimer set out in CLP Power website at www.clp.com.hk.
- 8.2 Participants should also read the Programme's Personal Information Collection Statement, which can be viewed at https://www.clp.com.hk/content/dam/clphk/documents/customer-service-site/smart-meter/SSR_PICS.pdf.
- 8.3 All Rewards and prizes cannot be resold, refunded, redeemed for cash or other products and offers (except specified redemption activities).
- 8.4 Participants cannot object to the energy saving calculation method, rewards and result notification of the Programme.
- 8.5 If any of the rewards or products relating to the Programme is lost, CLP shall not accept any responsibility for any replacement.
- 8.6 Participants shall not assign, transfer or dispose of, in whole or in part, any rights, duties and obligations under these programme details.
- 8.7 CLP reserves all legal rights to recover damages or other compensation from any unlawful or improper conduct in the Programme to impair the fairness of the activity or use any computer programme to deceive without prior notice.
- 8.8 CLP reserves the right to cancel or terminate the rights to receive the rewards if we believe that fraudulent or abusive use of the Programme is involved
- 8.9 If, for any reason, CLP is not capable of conducting this Programme or the SSR Events as planned, including due to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failure or any other causes beyond the control of CLP Power, ZHEJIANG TUYA SMART ELECTRONICS CO. LTD and Ambi Labs Limited which corrupt or affect the administration security, fairness or integrity or proper conduct of this Programme, CLP, ZHEJIANG TUYA SMART ELECTRONICS CO. LTD and Ambi Labs Limited reserve the right in its sole discretion to take any action that may be available and appropriate
- 8.10 To the extent permitted by law, CLP shall not be responsible for any loss, damages, or liability (whether direct, indirect or otherwise), including but not limited to any loss of income, profit or reputation, arising in any way out of: (1) any technical failure or malfunction or any other problem in any computer, internet network or system, including due to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failure or any other causes beyond the control of CLP Power, (2) any shortage or inadequacy of any third party-service, (3) any notice or correspondence which is misdirected, delayed, altered or lost in the information transmission or otherwise.
- 8.11 If any of these programme details becomes or is declared illegal, invalid or unenforceable for any reason, such programme details shall not affect the legality, validity and enforceability of the other programme details.
- 8.12 These programme details shall be governed by the laws of Hong Kong. The participants agree to irrevocably submit the exclusive jurisdiction of the courts of Hong Kong.
- 8.13 The English version of these programme details shall prevail in case of any discrepancy between the English and Chinese versions.
- 8.14 CLP Power has the absolute right to amend, delete or supplement any of these programme details in its sole discretion, and to change, suspend or terminate this Programme at any time without giving prior notice to the participants in its sole discretion.
- 8.15 Regarding any dispute arising from the Programme, the decision of CLP shall be final and binding.

** Unless specified otherwise, references to "CLP" shall mean CLP Power Hong Kong Limited and the "CLP Group" shall mean CLP Holdings Limited, its subsidiaries and affiliates.*