



This year CLP has adopted the theme of “All For You”, adding human touch to our daily services and responding to customers’ needs with empathy.

We want to share with you a heart-warming story that came out of an active listening session. Mr. Wong, who had mobility issues, and his wife came to the CLP customer service centre. Our colleague, Yanna, arranged seating for them and discovered that Mr. Wong was about to undergo surgery.

He wanted to sort out his electricity account before the operation, and was worried about his wife’s ability to manage the bill payment.

Understanding their needs comprehensively, Yanna helped them to download the CLP app on their mobile phones and set up the electricity bill alerts. Yanna then took the initiative to call the bank for Mr. and Mrs. Wong and check the status of their autopay application and the date of the debit.

The staff’s thoughtfulness was a perfect showcase of professionalism. Yanna listened to Mr. Wong’s needs and created the connection between us and the customer with our online service, making sure he could pay in a hassle-free way during his recovery period.



There are numerous myths circulating online about microwave ovens. Today, we’ll uncover the truth behind these myths!

Do microwaves zap away all the nutrients?

There’s a widespread rumour that microwaving food leads to significant nutrient loss, suggesting that reheating food in a gas stove or steam oven is healthier. However, the majority of scientific literature shows that the nutrient retention in food cooked by microwaves is similar to that achieved through electric or conventional cooking methods. Microwaves are among the most energy-efficient cooking appliances. By simply sprinkling some water on the food before heating, you can reduce heating time, save energy, and minimise moisture loss.

Is microwaving food harmful?

The radiation emitted by microwaves is very low and works by vibrating water molecules in food, heating, and cooking it without affecting the food or human health adversely. However, carelessly microwaving certain packaging materials directly can contaminate food. For instance, do not tightly cover food with cling film, especially when reheating high-fat or high-sugar items. These food can reach extremely high temperatures, causing the cling film to melt. Similarly, wax-coated containers can contaminate food with wax after being microwaved.



With the great and enthusiastic response, the CLP booth at the Hong Kong Book Fair has attracted nearly 40,000 people in this seven-day event to learn more about energy conservation and waste reduction to build a sustainable city through the booth’s different interactive games.

Children not only gained knowledge of low-carbon living, but also learnt about Hong Kong’s power journey and fuel mix. They had tried on the new interactive game in the updated version of Power Kid App. All of them enjoyed a great time with us!

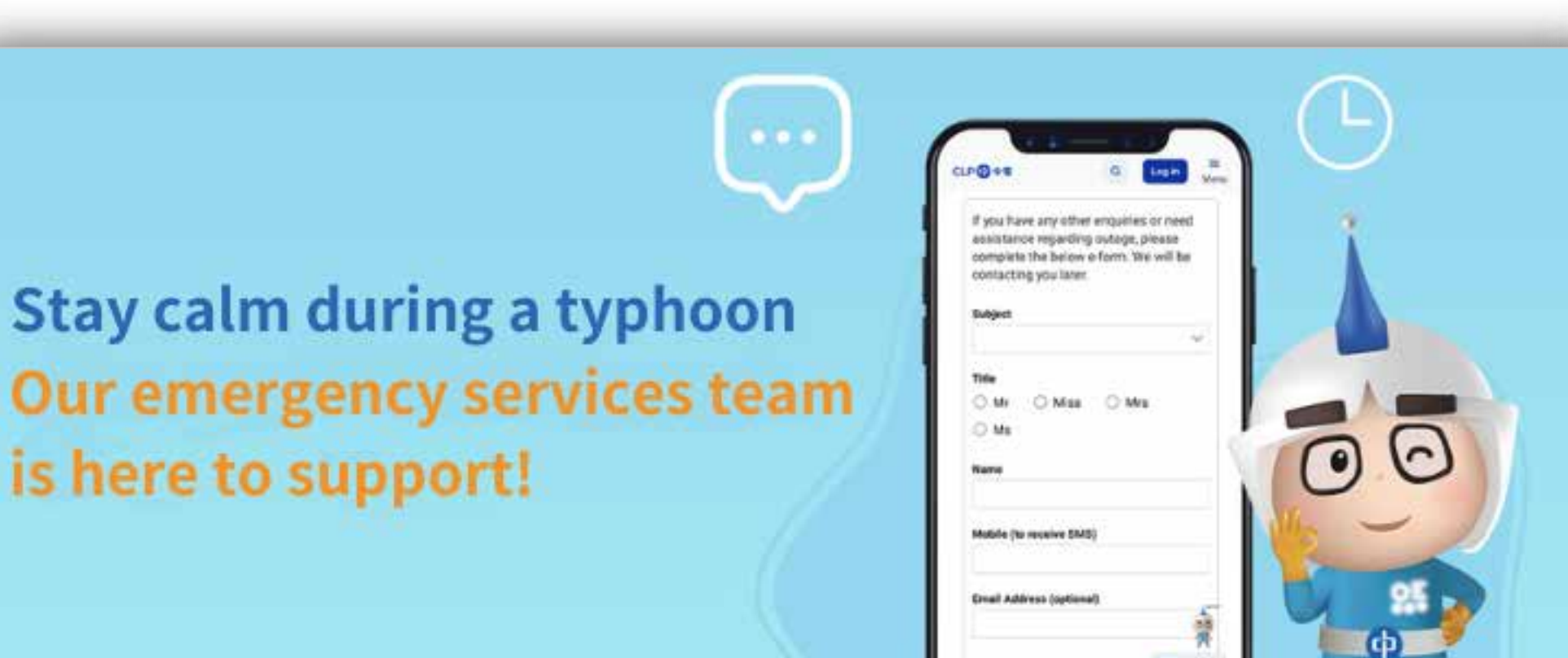
A new 3D cartoon video on the Power Kid Channel titled ‘Waste Reduction at Source’ was also premiered in the fair. CLP young engineer shared inspiring stories with children at the weekend, spreading knowledge about environmental protection and green living. **POWER FOUR** also made a surprise appearance and interacted with children for a meaningful and fulfilling visit!



Switching to CLP eServices not only makes your bill payment more convenient but also wins the chance to buy popular digital products and various electronic appliances at **up to 50% off!** CLP Power has launched their "Low Carbon eJourney", the programme which vigorously pursues a change in daily habits to live a low-carbon and sustainable life. Simply carry out the three simple and easy steps as follows:

1. Register
Fill in the e-form to join the Low Carbon eJourney
2. Subscribe and use eBill notifications
Subscribe to and consistently use eBill (existing eBill users who receive eBill notifications are deemed to have finished this task).
3. Settle bills by ePayment
Consistently use autopay or other ePayment methods throughout the programme.

By completing these three steps, you will pay your bills easily and hassle-free. You will also get e-tickets for the Thankful Week and Saver’s Extravaganza and win the chance to buy supermarket cash coupons at up to 50% off and snatch up popular products, including smart phones and kitchen appliances at discounted prices!



During the typhoon season, it is important to be prepared before the storm is approaching. For example, move all electrical appliances to a safe place at home to avoid water damage and prepare a flashlight or torch for emergency lighting in case of a blackout.

Q How can I contact CLP in case of a power outage or other power incidents?

A In addition to reporting emergencies online, you can report power outages or emergency incidents by calling our 24-hour Emergency Service Hotline at 2728 8333. Our on-duty service officer will follow up on the incident and arrange an engineering team to follow up as soon as possible.