

## CLP Cares for the Society Fuel Cost Subsidy Sows the Seeds of Hope

Chen Li Yun, a single mother living in public housing, takes care of 2 primary school-aged sons all on her own. Her main expenses are water, electricity, gas and rent. In addition to these costs, Li Yun hopes to provide more opportunities for her children to take part in extra-curricular activities.

Li Yun heard about the CLP Fuel Cost Subsidy Programme and applied through Sowers Action. She was successful in receiving a one-off subsidy of HK\$600. She decided to use the grant to cover the family's daily expenses, as well as to pay for Maths and English tuition for her elder son (who is about to enter secondary school) and younger son (who is in primary five). The younger son has also been given the opportunity to learn how to paint and discover different hobbies.

Li Yun said that the Fuel Cost Subsidy provided by CLP helped to ease her life and economic burdens. While her children are at school or taking part in extra-curricular activities, she can now spend time attending classes to further her training as a Chinese medicine assistant or clinic assistant. She is also about to start a course in word processing. This will give her useful skills and prepare for her future career.

## Understanding Energy Labels What do different colors represent?

All appliances claim to save energy, but does it really work? Once you know how to read energy labels, you will be able to tell which appliances are the most energy efficient.

There are 5 levels of energy efficiency under the latest Mandatory Energy Efficiency Labelling Scheme: Grade 1 products are the most efficient (labelled in green) while Grade 5 products are the least efficient (labelled in red). To be a smart energy consumer, you're highly recommended to choose products that are Grade 3 or above.

Even if different appliances have the same energy label, they can have different energy consumption. The "Annual Energy Consumption" figure on the energy label helps you to further identify which model can save you the most money!

Energy labels would also provide additional information for that particular appliance. Let's take a washing machine with a capacity of less than 10kg as an example. The energy label includes 2 additional pieces of information: "Water Consumption" and "Washing Capacity". You can compare these figures carefully before making your next purchase!

To learn more about energy labels, click the link below!

## Exclusive Offers for Using Autopay for Your Electricity Payments Enjoy Free, Value-Added Services and Benefits

How do I choose the best payment option offered by CLP? If you are a new CLP residential customer, using Autopay for your electricity payments is the best option. It's convenient and has lots of benefits!

New residential customers who successfully set up Autopay for their electricity payments will receive a **30% discount on their initial security deposit**. You can use the money saved for your own enjoyment instead!

Once you set up for Autopay, the amount of your electricity bill will be automatically deducted from your bank account, helping you avoid any late payments. You can still pay your bill on time even when you are traveling or away on business.

CLP also offers various free, value-added services to successful Autopay applicants including "Payment Alert" and "eReceipt", to help you to manage your daily accounts with ease. If you haven't used these value-added services before, log in to your CLP online account and set them up right now!

## Go Digital Unlock Rewards Offers are Waiting for You! Subscribe to eServices and Enjoy Exclusive Rewards



Exclusive offer

There are so many benefits to using eServices. Besides conveniently paying for your electricity bills and monitoring your electricity usage, you can also join the "Go Digital Unlock Rewards" campaign to enjoy exclusive rewards. Don't miss out these special offers!

From 1 November 2023 to 31 December 2023, use any 1 of the following eServices:

1. Subscribe to or use eBill notifications
2. Use autopay, mobile or ePayment for electricity payments
3. Successfully apply for Electricity or Name Transfer online

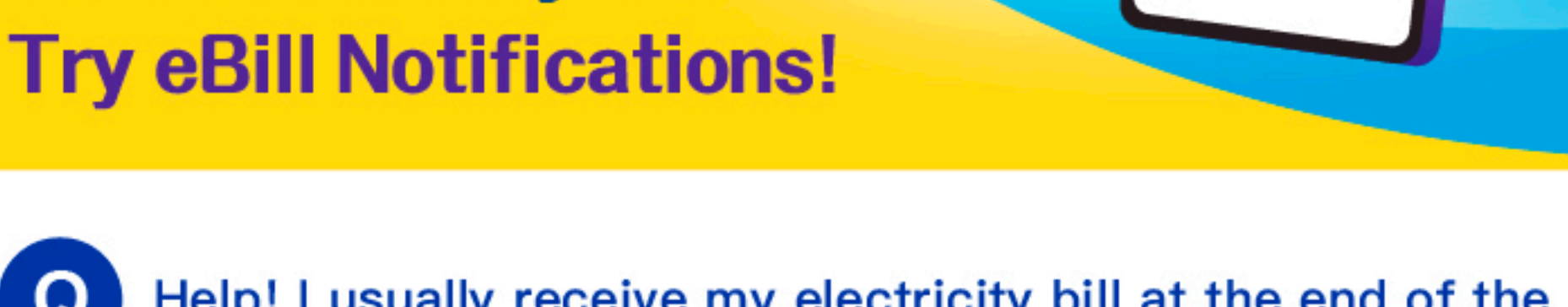
You can then join Go Digital Unlock Rewards and redeem **1 GP Recharge charger with battery set** at the exclusive CLP redemption price of **\$45** (manufacturer's suggested retail price: \$98) — meaning you can save up to 55%!

If you use more than 1 eService, you can enjoy a 1+1 reward and redeem **1 Uniware induction cooker** at the price of **\$68+500 Domeo Points**. This cooker is perfect for hot pot. The exclusive redemption price is also much cheaper than the manufacturer's suggested retail price (\$399), giving you a discount of up to 83%!

Reward products are limited and available on a first-come, first-served basis.

\*Terms and conditions apply.

## Worried About Missing Your Electricity Bill? Try eBill Notifications!



Help! I usually receive my electricity bill at the end of the month, but I will be going on holiday — and there are many public holidays during this period. I'm worried that I won't get my electricity bill on time.

Relax! CLP offers several ways for you to check and receive your electricity bill, even when you are out of town. The most convenient way is to subscribe to eBill notification. With this method, you can avoid the possibility of late or lost mail due to delivery issues.

Signing up is easy! You can subscribe to eBill via the CLP app, an online form, our customer hotline or by visiting our Customer Service Centre. Once you have successfully subscribed to eBill, you will receive a notification from clpebill@mail.clp.com.hk whenever your bill is issued.

Want to check your bill at any time? CLP allows you to download your eBill online. All you need to do is enter your account number and registered English customer name. You can also log into the CLP app and view up to 14 months of your billing history.

Still worried about missing new eBill emails or forgetting to pay your electricity bills on time? No Worries – CLP also offers friendly reminders. After logging in to your CLP online account, you can enable "eBill Notification" and "Payment Alert" in your notification settings. CLP will then send you an app notification, email or SMS to remind you to pay for your electricity bill after it is sent to you or 2 days before your payment deadline.

If you subscribe to eBill notifications before the end of the year, you can also join the "Go Digital Unlock Rewards" campaign and redeem selected products at exclusive prices. Let's get started now!