

Special Arrangements for Meter Reading and Bill Delivery during COVID-19

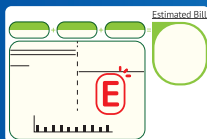


Facing the challenges of the COVID-19 pandemic, we strive to maintain normal power supply and emergency service to the community. In response to the latest development of the pandemic and its impact, as well as supporting the Government's anti-epidemic measures and safeguarding the wellbeing of our staff and customers, we have adopted the following special arrangements for our customer services, and request your kind understanding.

Meter Reading

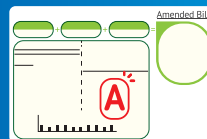
- From 25 February, we provide limited meter reading services. The electricity bills for affected customers will be estimated.
- For residential customers, your electricity bill will be estimated based on the consumption of the same billing period of last year.
- For business customers, your electricity bill will be estimated with reference to the consumption of the previous month.
- Bill adjustment will be arranged according to actual consumption when the meter reading service resumes, so you can be assured that you will not end up paying more than needed.
- For customers who have completed the installation and connection of smart meters will not be affected.

Estimated Bill



If the letter "E" is marked on top of the bar of the chart, it means the consumption of that month is calculated based on estimated meter reading.

Amended Bill



If the letter "A" is marked on top of the bar of the chart and "Amended Bill" is printed above the "Total Amount" box, it means the consumption and tariff amount have been adjusted.

FAQ on
Estimated Bill
and
Amended Bill



Bill Delivery

- You may also experience a delay in receiving electricity bills due to disruptions on bill delivery caused by the pandemic.
- You can access and download your eBill on the CLP website (http://clp.to/downloadbill_en) or by using the CLP Mobile App.
- If you are worried about delays in the delivery of your paper bills, you can go to our website and sign up to receive eBills.

You may also check your bill details using the CLP App



Tips during COVID-19



1 Make sure the mask fits snugly over your face

2 Wash your hand frequently



3 Keep social distancing by online meetings

CLP is not responsible for any loss or damage caused by the download, use or removal of the QR code scanner. If you do not wish to receive direct marketing materials from CLP, please send an email to csd@clp.com.hk. Apple and the Apple logo are trademarks of Apple Inc., registered or in the process of being registered in the US and other countries. App Store is a trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC., Android is a trademark of Google LLC.

疫情期間的抄讀電錶 及賬單派遞安排

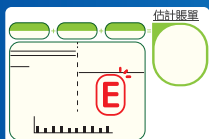


在新型冠狀病毒疫情影響下，我們繼續竭力維持正常供電及緊急服務。惟因應疫情的最新發展和影響，為保障員工和客戶的健康，及配合政府的防疫安排，我們的客戶服務已作出以下調整，希望您諒解。

抄讀電錶

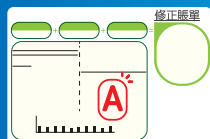
- 由2月25日開始，我們只能提供有限度的抄讀電錶服務。您有機會收到以過去用電量估算的賬單。
- 住宅客戶賬單會根據去年同期之實際用電量作估算。
- 工商客戶賬單則會按上月之實際用電量作估算。
- 您無需擔心會因此多繳電費，在抄讀電錶服務恢復正常後，我們會按您的實際用電量作出調整，絕對不會多徵電費。
- 已安裝並接駁智能電錶的客戶將不受影響。

估計賬單



圖表上如標示“E”，即代表該月是以估錶計算用電量。

修正賬單



圖表上如標示“A”，以及「應繳總數」上方顯示「修正賬單」，代表用電量和應繳電費已經修正。

估計及
修正賬單的
常見問題



賬單派遞

- 賬單派遞服務亦會受到影響。
- 您可於中華電力網站 (http://clp.to/downloadbill_tc) 或中電手機應用程式，查閱及下載電子賬單。
- 如擔心賬單派遞有延誤，您亦可於網站登記改以收取電子賬單。

您亦可透過中電App
查閱有關賬單詳情

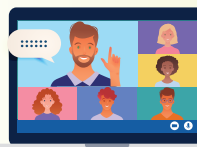


防疫溫馨提示



1 要讓口罩緊貼面部

2 勤洗手，更放心



3 開會、傾偈，
Go Online

中電恕不負責有關下載、使用或移除QR解碼器而招致任何損失之責任。如閣下不希望收取中電的直接促銷資訊，請電郵至 csd@clp.com.hk。Apple及Apple標誌均為Apple Inc.在美國及其他國家註冊或現正註冊中的商標。App Store為Apple Inc.之商標。Google Play及Google Play標誌均為Google LLC的商標。Android是Google LLC的商標。