

## What is next?



### For existing customers who already have Domeo account and electricity account linked

- No action is needed
- Your Eco Points will automatically be credited to your Domeo account from 1 March 2023

### For customers who have Domeo account but have not linked their electricity account

- Link your electricity account to your Domeo account to retain your earned Eco Points and have it automatically credited to your Domeo account from 1 March 2023

### For customers who do not have Domeo accounts yet

- Register a Domeo account on Domeo website
- Link your electricity account to Domeo account and have your existing Eco Points automatically credited to your Domeo account from 1 March 2023

We encourage customers to take action to register for Domeo account and link their electricity accounts as early as possible to enjoy the new improved experience earlier.

We would also like to remind customers that all unconverted eco points will expire from **1 September 2023** if not credited to Domeo accounts by then. **To avoid losing your existing points, please take action on or before 31 August 2023.**

To find out more about the steps to register a Domeo account and linking your electricity account, please visit <https://e.clp.com.hk/DomeoStepEN>

## Thank you for your support!

At CLP Power, we value the opinions and suggestions of our customers. We want to keep pace with changing times and continue to offer outstanding customer service and experience to our valued customers!

We are excited to bring you the enhanced experience and look forward to having you and your friends and family to join our Power Connect mission together!



Should you have any questions, please scan QR code or refer to this link ([https://e.clp.com.hk/EarnDomeoPoints\\_EN](https://e.clp.com.hk/EarnDomeoPoints_EN)) for more information on this announcement.



Power Connect

<https://e.clp.com.hk/powerconnect>

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## Upgrade of Rewards Programme and Redemption Experience



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Energy for Brighter Tomorrows

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## Upgrade of Rewards Programme and Redemption Experience





Dear Customer,

Thank you for your continuing support of CLP Power. Over the years, CLP Power has continuously encouraged customers to save energy, help people in need and embrace low-carbon living lifestyle. Through the participation in our programme, customers are able to earn Eco Points to redeem for rewards through our Domeo rewards platform which was newly revamped in 2021. Every Eco Point that customer earned represents part of our Power Connect programme's achievements and represents a positive impact created in our Hong Kong community. Here's to share some of the remarkable milestones:

 **112 million watts of electricity were saved in 2021. Savings for 2022 so far are 286 million watts.**

 **For the past summer period in 2022, participants in the programme saved approximately 59 million watt-hours of electricity and achieved a record reduction of 23 tonnes of carbon dioxide (CO2) emissions.**

 **In 2022, adoption of ebill in support of driving paperless lifestyle and protecting the environment has saved 4.2 million sheets of paper.**

 **In 2022, we have organised 19 Power Connect events with 19 NGOs and benefitted 550 members of the communities.**

To encourage more customers to participate in saving energy, helping our community and adopt low carbon living lifestyle, we are constantly improving the programme, hoping to bring to you more exciting experience and convenience to your busy lifestyle.

We have also heard your feedback on our rewards programme and glad to share with you the improvement we have made to enhance customers' experience and to encourage more customers' participation in our quest to save energy, help others and live a low carbon living lifestyle.

## Launch of Domeo Rewards Platform

Since Nov 2021, we have launched a new rewards platform, **Domeo\*** and **enhanced our home and lifestyle products** and services for rewards redemption and eCommerce shopping.

For more information on Domeo, please refer to :

<https://www.clpdomeo.com/en/> 

度度賞 **DOMEO**  
powered by CLP



\* Domeo is CLP's service provider for operating the Rewards & Redemption Scheme. Eco Points will be converted into Domeo Points with effect from 1 March 2023.

## Replace Eco Points with Domeo Points & Expiry of Eco Points

With the launch of Domeo rewards platform, we are delighted to inform that we will be replacing our Eco Points rewards with Domeo Points rewards with effect from 1 March 2023 to simplify the rewards mechanism and rewards tracking.



## Enhancements to Redemption Experience to encourage participation

With a single Domeo reward point adoption, we have further enhanced our redemption experience.

### Easier way to track and redeem points on a single platform



- With your electricity account linked to Domeo account, all your earned points will be automatically credited to your Domeo account from **1 March 2023**.
- You can check your points balance in your Domeo account to redeem a variety of fabulous gifts and vouchers **with just one log in**, making it simpler than ever to earn great rewards **on one single platform**.
- You can also access your Domeo account directly from your CLP online account once set up.

### Encouraging more fun ways to redeem with friends and family



- We hear from customers' feedback that it is more fun and sustainable to save energy, help community and go low carbon living lifestyle with your friends and family.
- As such, we have enhanced our redemption process to **enable one up to 10 electricity accounts to be linked with one Domeo account** so that Domeo Points can be aggregated to redeem better rewards and more exciting prizes!