

## CLP Energy-Saving Missions Programme Details

### 1. Eligibility

- 1.1 This Scheme 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 this Scheme.
- 1.3 You may contact 26780555 to update the contact information such as mobile phone number and email address so as to receive the updated news of date and time of the Events. CLP shall update the contact information in your electricity account at the same time.
- 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 Energy-Saving Missions

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 Scheme. Eligible participants can enjoy a special 50% discount to purchase the specified smart gadget if they apply it until end of the Event. Quota applies while stock last. Participants should also confirm to accept the terms and conditions included in the Letter of Agreement – Smart Product Trial of Energy-Saving Mission. For more details, please contact 26780555.

### 3. Rewards

- 3.1. You can earn Eco Points to redeem fabulous prizes or vouchers on Smart Shopping website after completion of required activities and saving energy in the Event(s). The rewards include:
  - a. **Energy-Saving Rewards**
    - 200 Eco 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 Eco Points you will earn.
  - b. **Smart Product Trial Reward**
    - Those entering smart product trial complete the Events with the designated smart product and user feedback survey can earn extra 100 Eco Points for each unit of electricity saved. To understand more about the calculation method of energy saving, please refer to Clause 5 of the programme details.
- 3.2. Unless otherwise specified, preliminary energy saving results and reward will be uploaded to Energy-Saving Missions – Performance Tracker after the Event(s). The rewards will be confirmed after the final results are validated. CLP is not responsible for any discrepancy or failure to act on event notifications.
- 3.3. The final rewards of each Energy-Saving Mission will be released within 60 days of your next electricity bill being issued. You can go to CLP Online Account to check their rewards in the Eco Points History.

#### 4. Energy Saving Reward Calculation Method

200 Eco Points will be rewarded for each unit of electricity saved (1 kWh) within specified hours on the Event day.

##### 4.1. Calculation for Energy Saving Reward

- a. Electricity saved (kWh) = \*Baseline energy usage – energy usage of specified hours on the Event Day
- b. Energy Saving Reward = Electricity saved (each 1 kWh) x 200 Eco Points, customers entering smart product trial can earn extra 100 Eco Points for each unit of electricity saved.
- c. \*Baseline usage is calculated by making reference to the 10 working days (Monday to Saturday, except public holidays and the past Event days) preceding the Event Day and taking the 3 days with the highest energy usage of same specified period (e.g.18:00-22:00 of the Event day) to set the average energy consumption.
- d. We calculate the energy consumption saved (if any) by comparing energy usage during the specified period of the Event against the baseline usage.
- e. 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 Eco Points = 3 kWh x 200 Eco Points, participant will earn 600 Eco Points as Energy Saving Reward.
- f. 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 Points (2 x 2kWh x 200 Eco 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 your previous actual consumption, and in any event if the rewards are determined based upon your actual or estimated consumption, 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. Eco Points from the Eco Rewards Scheme

Eco Points is subject to Terms and Conditions specified in [https://www.clp.com.hk/en/news-promotions/powerconnecttnc/eco\\_reward\\_tnc](https://www.clp.com.hk/en/news-promotions/powerconnecttnc/eco_reward_tnc)

#### 6. Opt out from the Scheme

6.1. You may opt out from the Scheme at any time by giving CLP verbal notice, or written notice via letter or email, please email to [roadshow@clp.com.hk](mailto:roadshow@clp.com.hk) or contact 26780555. CLP may terminate or cancel all related entitlements of the Scheme at any time if you breach any of the programme details and rules contained herein.

6.2. Upon termination, all privileges granted under the Scheme 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 Scheme 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 12 hours, unless the operation of the programme has been affected for any reason.
- 7.2. You will be able to retrieve electricity consumption 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 Energy-Saving Missions

- 8.1 Participants should carefully review, understand and accept the scheme details, as well as the Disclaimer set out in CLP Power website at [www.clp.com.hk](http://www.clp.com.hk).
- 8.2 All Rewards and prizes cannot be resold, refunded, redeemed for cash or other products and offers (except specified redemption activities).
- 8.3 Participants cannot object to the energy saving calculation method, rewards and result notification of the Scheme.
- 8.4 If any of the rewards or products relating to the Scheme is lost, CLP shall not accept any responsibility for any replacement.
- 8.5 Participants shall not assign, transfer or dispose of, in whole or in part, any rights, duties and obligations under these programme details.
- 8.6 CLP reserves all legal rights to recover damages or other compensation from any unlawful or improper conduct in the Scheme to impair the fairness of the activity or use any computer programme to deceive without prior notice.
- 8.7 CLP reserves the right to cancel or terminate the rights to receive the rewards if we believe that fraudulent or abusive use of the Scheme is involved.
- 8.8 If, for any reason, CLP is not capable of conducting this Scheme or the 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 Scheme, CLP, ZHEJIANG TUYA SMART ELECTRONICS CO. LTD and Ambi Labs reserves the right in its sole discretion to take any action that may be available and appropriate.
- 8.9 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.
- 8.10 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.

- 8.11 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.
- 8.12 The English version of these programme details shall prevail in case of any discrepancy between the English and Chinese versions.
- 8.13 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 Scheme at any time without giving prior notice to the participants in its sole discretion.
- 8.14 Regarding any dispute arising from the Scheme, the decision of CLP shall be final and binding.

## 9. **Personal Information Collection Statement**

### **Purpose of Personal Information Collection**

CLP may use the personal data (including payment information) and electricity consumption data you provide to process “Energy-Saving Missions” (“the Scheme”) and any directly related purposes. CLP may also use such personal data:

- to reply and follow up enquiries, and provide support services;
- to communicate with you;
- to verify your identity before processing your request;
- to offer, accumulate and redeem the rewards & Eco Points;
- to handle issuing of receipts, payments and sales orders;
- to conduct electricity usage, usage pattern and efficiency analysis;
- to conduct research and statistical analysis;
- to enable you to better understand your energy usage;
- to provide consumption alerts and other related messages of the Scheme;
- to gain an understanding of your energy needs;
- to provide energy related services, hints and tips on energy conservation;
- to conduct direct marketing activities (including making appeals for non-profit organisations that may or may not be related to CLP).

You provide your personal data on a voluntary basis, but in the absence of your name, power supply address, mobile phone number and email address, we may not be able to complete the delivery of product, event notifications of Energy-Saving Missions, energy saving calculation and reward. CLP will distribute relevant information of the Scheme via mailing, e-mail, CLP mobile App push or SMS, including but not limited to enrolment acknowledgment, kick-start notice of Event (s) through the mobile App or SMS, conducting surveys and reward of Eco Points etc (whenever appropriate).

### **Transfer of Personal Data**

If necessary, for any of the purposes stated above, CLP may transfer your personal data to the third parties, including:

- Smart product suppliers and related app developer
- related CLP companies, including subsidiaries and affiliated companies within the CLP Group in Hong Kong; and
- service providers (including service providers outside Hong Kong and cloud service providers) engaged by CLP for any of the purposes stated above.

CLP will disclose data when required to do so by law and may also disclose such data in response to requests from law enforcement agencies, government departments or regulatory authorities.

### **Access and Correction of Personal Data**

You have a right to request access to, the correction and erasure of, your personal data in accordance with, where applicable, the provisions of the Personal Data (Privacy) Ordinance (Cap.

486), and any other data protection law as applicable. Requests for access, correction and/ or erasure of personal data, where applicable, should be made by email to our Data Protection Officer at [csd@clp.com.hk](mailto:csd@clp.com.hk)

### Privacy Policy Statement

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at <https://www.clp.com.hk/en/privacy-policy>.

*\* 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.*