



Smart Power Care Fund

Energy-efficient Appliances Subsidy Programme

Guide to Application

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Appendix 1 – Application Record

1. Introduction

- 1.1 HK Electric establishes a Smart Power Care Fund (the **SPCF**) under its 2019-2033 Scheme of Control Agreement. Under SPCF, the Energy-efficient Appliances Subsidy Programme (the **EEAS Programme**) subsidises the needy and disadvantaged households within HK Electric's supply territory to adopt low-carbon living styles and improve electrical safety.
- 1.2 The EEAS Programme, including its availability, the arrangement and terms and conditions of the Programme, is subject to joint review (the **Joint Review**) by HK Electric and HKSAR Government under the 2019-2033 Scheme of Control Agreement from time to time.
- 1.3 The EEAS Programme is open for application until 31 December 2033 or the funding is fully used up, or a date subject to the Joint Review, whichever is the earlier.
- 1.4 All Applications shall be arranged through the designated service provider (the **NGO**) appointed by HK Electric as published on HK Electric's website www.hkelectric.com/SPCF-en and approved by HK Electric.
- 1.5 This Guide to Application (the **Guide**) sets out the eligibility and the application process of the EEAS Programme. HK Electric's approval of the application under the EEAS Programme is subject to its assessment and sole satisfaction of the information submitted for the application, any other information or factors it may in its sole and absolute discretion consider being relevant. HK Electric makes no guarantee as to whether any application will be approved or not, and its decision shall be final.
- 1.6 HK Electric may from time to time revise this Guide (including the EEAS Programme application record in Appendix 1, which sets out the terms and conditions for participating in the EEAS Programme). Notice of any revision will be conclusively given by publishing the revisions on HK Electric's website at www.hkelectric.com/SPCF-en. Any such revision will replace all previously published Guide, and will take effect from the date when the revision is first published on HK Electric's website (or such later date specified in the revision).

2. Eligibility

- 2.1 An application for participation in the EEAS Programme will only be considered if the applicant's household is located within HK Electric's supply territory and fulfills any one of the following criteria:
 - a) Any member of the household is a beneficiary of the HKSAR Government's Comprehensive Social Security Assistance (CSSA) Scheme;

- b) Any member of the household is a registered customer under HK Electric's Concessionary Tariff Schemes;
 - c) The household is a tenant of sub-divided unit (the **SDU**) with any member of the household being a beneficiary of one of the following schemes administered by the HKSAR Government:
 - i. Old Age Living Allowance (OALA),
 - ii. Working Family Allowance (WFA),
 - iii. School Textbook Assistance (TA); or
 - d) The household resides at transitional housing which is operated by either Hong Kong Housing Society or members of The Hong Kong Council of Social Service.
- 2.2 For the purpose of the EEAS Programme, SDUs are the units formed by splitting a single flat (the **Flat**) into two or more internally connected and externally accessible units¹. Bedspace apartments or the SDUs located at non-domestic buildings for dwelling purpose do not qualify as SDUs eligible under the EEAS Programme.
- 2.3 A household can only submit one application for the EEAS Programme, and applications for the EEAS Programme submitted from other members of the same household will not be considered.
- 2.4 Alternatively, an eligible tenant of SDU without HK Electric's tariff meter can apply for the SDU Rewiring Subsidy Programme with details provided in the Guide to Application of the SDU Rewiring Subsidy Programme published at HK Electric's website www.hkelectric.com/SPCF-en.
- 2.5 Members from the households are not prohibited in applying for participating in other programmes under SPCF, but with a view to fairly and properly allocating resources, HK Electric reserves the right to prioritise those applications from households who have not ever participated in other programmes under SPCF.
- 2.6 Re-applications from a successful applicant's household of the EEAS Programme will not be considered within 5 years from the date of completion of household visit by the NGO (as detailed in Clause 4.5).

3. Subsidy

- 3.1 Successful applicant's household will be granted the following subsidy (the **Subsidy**), the value of which shall be subject to a cap of HK\$5,000 (the **Subsidy Cap**):

¹ With reference to the information published at Website of Buildings Department (BD) and the reports of Census and Statistics Department 2016 Population By-census.

- a) Replacement of existing appliance(s) by more energy-efficient model(s) and/or provision of new energy-efficient appliance(s) at the applicant's household's address. Brief specification of the appliances is published at HK Electric's website (www.hkelectric.com/SPCF-en). The brand/model/type of the appliances may vary from time to time. HK Electric may from time to time update the latest appliances information at its website.
- b) Provision of handy improvement works for the safe use of electricity covering any combination of the following situations at the applicant's household's address:
- i. Untidy, ageing and worn-out electrical wiring;
 - ii. Electrical wiring/installations with conductive part exposed;
 - iii. Loosen/mal-function sockets/switches; and/or
 - iv. Replace socket cover (maximum 3 covers).
- 3.2 The subsidised cost of appliances including the appliance price, basic fee of delivery and one-time standard installation, site measurement fee (if any), additional delivery charge via staircase (if any), and the fee for the handy improvement works (if any) will be deducted from the Subsidy Cap. The balance of the Subsidy Cap shall not be disbursed to the successful applicant in any form (e.g. cash, goods and services).
- 3.3 The quantity and type of appliances and handy improvement works will be determined based on the needs of the applicant's household assessed and recommended by the NGO (as defined in Clause 4.1). HK Electric has the sole and absolute discretion to vet, determine and approve the granting of the Subsidy, and its decision shall be final.
- 3.4 The situation of household environment and power supply should meet the required electrical safety standard set out by HK Electric and/or the designated supplier before installation of subsidised appliances carries out. In view of the electrical safety, installation of subsidised appliances must be carried out by the supplier designated by HK Electric.

4. Application Process

- 4.1 Applicants shall contact the NGO with its hotline published at HK Electric's website (www.hkelectric.com/SPCF-en) to make applications and arrange appointment for a household visit. The NGO will handle and assess applications on a first-come first-served basis, and will refer applications to HK Electric for approval. Applications not referred by the NGO will not be considered.

- 4.2 For filing of an application, the NGO shall conduct a physical household visit to the applicant (this household visit may be conducted via an online arrangement if considered necessary by HK Electric), during which the NGO will:
- a) brief the applicant about the terms and conditions of the EEAS Programme and Personal Data Collection Statement as set out in the application record;
 - b) verify the identity of the applicant and applicant's household members;
 - c) verify the eligibility of applicant (as detailed in Clause 2.1);
 - d) take photos and/or videos of the existing appliances, planned locations for installing new appliances and the areas where handy improvement works are required;
 - e) record the usage pattern and duration of the existing appliances;
 - f) assess the needs of the household for subsidised appliances and handy improvement works;
 - g) complete and request the applicant to sign the application record and take a photo of the copy as a record; and
 - h) complete the online application and submit the application details using a mobile application designated for the EEAS Programme.
- 4.3 In general, HK Electric will complete the vetting process within one month upon receipt of the application from the NGO. HK Electric/the NGO will notify the applicants on the results of vetting.
- 4.4 Upon approval of an application by HK Electric, the supplier designated by HK Electric will contact the successful applicant (or the NGO if needed) to arrange for site measurement (if required), delivery and installation of subsidised appliances and/or handy improvement works.
- 4.5 After delivery and installation of subsidised appliances and completion of handy improvement works (if any), the NGO will conduct a household visit to confirm the completion of works required under the approved application, during which the NGO will take photos of the delivered/installed subsidised appliances and/or completed handy improvement works.
- 4.6 The application process will be terminated automatically without prior notice, if the following situation occurs. HK Electric reserves all other rights for, including but not limited to, retrieving subsidised appliances and claiming for compensation.

- a) If NGO and/or HK Electric is unable to contact the applicant again for arranging household visit within three months from the date of the enquiry; or
 - b) Applicant is unable to confirm the choice of applied subsidised appliance(s) within one month from the completion date of first household visit; or
 - c) Applicant is unable to confirm the choice of applied subsidised appliance(s) within one month from the completion date of site measurement; or
 - d) If NGO, HK Electric and/or the designated supplier is unable to contact the applicant for arranging subsidised appliances delivery and/or handy improvement work within one month from the completion date of first household visit or site measurement whichever is later; or
 - e) NGO is unable to conduct second household visit within one month from the completion date of subsidised appliances delivery and/or handy improvement work.
- 4.7 HK Electric and/or the HKSAR Government may at their discretion verify the data and information provided by the applicant for compliance with relevant laws and regulatory purposes under its 2019-2033 Scheme of Control Agreement. Upon request, the applicant shall provide additional data/information and/or provide evidence to HK Electric to prove the accuracy and authenticity of the data and information submitted by the applicant. The applicant shall consent to HK Electric and HKSAR Government to carry out household visit(s) for verification purposes.
- 5. Others**
- 5.1 If there is any inconsistency or ambiguity between the English and Chinese versions, the English version shall prevail.

- End -

Appendix 1

Important Note: This application must be submitted to HK Electric through St. James' Settlement. This application is subject to HK Electric's approval and filing of this application does not guarantee approval.

Name of St. James' Settlement's representative		Phone	Application No.
Name of applicant (as shown in HKID card/Passport)		English	Chinese
Mr/Ms*	Residential Phone	Mobile Phone	<input type="checkbox"/> Address without elevator
Address			
Name of household members living in the above address (Name as shown in HKID card/Passport):			
Member (1)	English	Chinese	
Member (2)	English	Chinese	
Member (3)	English	Chinese	
Applied Subsidy	Details	Collect existing appliance	Require Site measurement
Total Appliances selected	<input type="checkbox"/> Refrigerator: Single door (about 120L) / Two doors (about 230L) *	<input type="checkbox"/>	-
	<input type="checkbox"/> Washing machine: Japanese style (about 6 kg) / Front loader (about 5 kg)*	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Dehumidifier (about 9L)	<input type="checkbox"/>	-
	<input type="checkbox"/> 1 HP Window-type air conditioner	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Storage type electric water heater: about 18L shower storage type/ about 25L unvented storage type*	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Rice cooker (about 2L)	<input type="checkbox"/>	-
	<input type="checkbox"/> Induction cooker: 1 cooking zone about 2kW / 2 cooking zones about 2.8kW*	<input type="checkbox"/>	-
	<input type="checkbox"/> Television: about 28-inch / about 32-inch	<input type="checkbox"/>	-
	<input type="checkbox"/> 12-inch Box fan	<input type="checkbox"/>	-
	<input type="checkbox"/> Electric water boiler (about 3L)	<input type="checkbox"/>	-
Handy Improvement Works for Safe Use of Electricity	<input type="checkbox"/> Untidy, ageing and worn-out electrical wiring (Location)	Can select multiple items, respective cost for handy improvement work will be deducted from the subsidy.	
	<input type="checkbox"/> Electrical wiring/installations with conductive part exposed (Location)		
	<input type="checkbox"/> Loosen/mal-function sockets/switches (Location)		
	<input type="checkbox"/> Replace socket cover(s) (max. 3 covers) (Location)		
Remarks (if any)	<input type="checkbox"/> Applicant acknowledged that designated supplier would provide one-time standard installation service for certain appliances. St. James' Settlement's representative had notified the applicant that installation of _____ (selected appliances) may involve additional installation fee. Applicant will settle the additional installation fee on his/her own.		
	<input type="checkbox"/> Applicant requests for installation and channel tuning services of television.		

*Please delete as appropriate. Please tick as appropriate

Terms and Conditions	
<p>1. All applications shall be subject to assessments by HK Electric and/or the designated service provider, St. James' Settlement, a non-governmental organisation in collaboration with HK Electric under this programme, on the applicant's eligibility and household needs, and HK Electric shall have the sole and absolute discretion to reject or accept any applications.</p> <p>2. The subsidised Energy-efficient Appliances and Handy Improvement Works (the Subsidy) are solely for domestic use in the applicant's household and shall not be sold, transferred or used for commercial purposes. For any Handy Improvement Works, applicant shall be responsible for obtaining consent from the landlord/owner of the residential unit. The Subsidy is provided in kind and cannot be exchanged into cash or be upgraded or include any additional items. HK Electric reserves the right to change the brand or specifications of any type of Subsidy (if applicable) without prior notice to the applicant.</p> <p>3. Applicant consents to (i) St. James' Settlement to conduct household visits and take photos of the household (including existing and new appliances, conditions before and after the Handy Improvement Works); (ii) confirm the choice of applied subsidised appliance(s) within one month from the completion date of first household visit/site measurement; (iii) St. James' Settlement to conduct second household visit within one month from the completion date of subsidised appliances delivery and/or installation and (iv) HK Electric and/ or HKSAR Government to conduct household visits for auditing purposes. Any non-compliance will result in the application being void or delay.</p> <p>4. The delivery, installation, maintenance and warranty of the Subsidy shall be the sole responsibility of the designated supplier of HK Electric and any related enquiries shall be addressed directly to such designated supplier*. The situation of household environment and power supply should meet the required standard set out by HK Electric and/or the designated supplier before installation of subsidised appliances carries out. In view of the electrical safety, installation of subsidised appliances must be carried out by the supplier designated by HK Electric. HK Electric shall have no responsibility in relation to the Subsidy, whether to the applicant or other party, other than to pay for the Subsidy. Save to such extent, under no circumstances shall HK Electric be liable for the cost incurred for the repair and maintenance of the Subsidy subsequent to its delivery/installation, or for any claims relating to or arising out of the Subsidy (including without limitation, any incident or accident associated with the usage of the Subsidy), or any other matters arising out of the Subsidy whatsoever.</p> <p>5. HK Electric will not become involved in, nor will it be responsible for, any dispute between the applicant and landlord/owners or other parties in relation to the provision of the Subsidy.</p> <p>* For any enquiries relating to the delivery, installation, maintenance and warranty of the Subsidy if application is approved, please call the supplier hotline on 3150 3377. (Monday to Friday: 9am to 6pm; Saturday: 9am to 1pm; Sunday and Public Holiday: Closed.)</p>	
Personal Data Collection Statement	
<p>Purpose of Collection</p> <p>The personal data and other related information provided by you in the application record will be used by HK Electric and St. James' Settlement for the purposes of processing your application. The provision of personal data and other related information in the application record is voluntary. However, if you do not provide adequate and accurate data, we may not be able to process your application.</p> <p>Transfer of Personal Data</p> <p>The personal data and other related information provided by you (including but not limited to, any photos taken at household visits) may be provided to the HKSAR Government for auditing and verification purposes, and will also be provided to the service supplier assigned by HK Electric for the purposes of verifying the particulars provided by you and other purposes related to the EEAS Programme.</p> <p>HK Electric will disclose your personal data when required to do so by law or in response to requests from law enforcement agencies or the Government, or if explicit consent to such disclosure is given by you.</p> <p>Access to Personal Data</p> <p>To request a full copy of the Privacy Policy Statement, for enquiry, for data access and correction, please refer to the website: www.hkelectric.com, email us at personaldata@hkelectric.com, call us at 2887 3411, fax to 2510 7667 or write to 9/F Electric Centre, 28 City Garden Road for the attention of our Personal Data Protection Officer.</p>	
Applicant Declaration and Consent	
<p>I/We declare that the information provided in this record are complete, true and correct. I/We have read and agree to be bound by the terms and conditions of the EEAS Programme (as set out in the EEAS Programme Guide to Application and may be revised from time to time). I/We also acknowledge that I have read and understand the Personal Data Collection Statement above.</p>	
Name of applicant	
Signature	Date