



CEM Quarterly Report

(Jan - Mar 2004)

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1. Corporate Highlights

CEM Ambassador Team

As a means of contributing to a caring and socially responsible society, CEM has officially launched the CEM Ambassador Team on 18 February 2004. It aims to help and support the community, especially those in need. 34 staff from all departments have voluntarily joined the CEM Ambassador Team, who will participate in interactive customer relationships and community activities throughout the year. This initiative clearly shows our sensitivity of being a corporate citizen and we do hope to contribute to bring warmth and improved living conditions to Macau citizens.

Spring Lunch with the Media

On 18 February 2004, CEM held a Spring Lunch for both local Chinese and Portuguese Media. Media always play an essential role in channeling the voices of the public to CEM and to keep the public informed about CEM performance. By working closely with the Media, CEM hopes to continue to improve the public's awareness on power services and how they can make effective use of CEM as both a service provider and as part of their community that helps to further enhance their everyday livelihood.

Commemorative Activities of the 100 Years of Electricity in Macau

Logo Design Contest

CEM and Macao Polytechnic Institute (IPM) jointly organized a Logo Design Contest, to create an attractive logo to preface all commemorative activities regarding the celebration of the 100 Years of Electricity in Macau. 110 pieces of participating works were received. Through their designs the IPM students aimed to exemplify how electricity has contributed to improve our living quality and the overall economic development in the region.

Mini-Soccer Four-Team Friendship Tournament

Integrated in a series of activities to commemorate the 100 Years of Electricity in Macau, CEM organized a Mini-Soccer Four-Team Friendship Tournament, on 28 March, at New Workers Stadium at Portas do Cerco. Four teams have enthusiastically participated in the tournament, namely the Chinese Liaison Office Social Club, CTM, Macao Water and CEM. The tournament aimed to create a spirit of fellowship amongst the participating employees as well as to promote the contribution of electricity to our modern days and in particular to the sustainable development of Macau SAR. The tournament kick-off ceremony was officiated by the Secretary for Transport and Public Works Ao Man Long.



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2. Electricity Sales by Classification

	1Q2003			1Q2004			Change 2004/2003	
	Number of Contracts (0s)	Sales (MWh)	Market Share (%)	Number of Contracts (0s)	Sales (MWh)	Market Share (%)	Number	Sales
INDUSTRIAL	2,447	25,205	7.8%	2,427	25,228	7.3%	-0.8%	0.1%
COMMERCIAL	17,937	134,124	41.4%	18,816	144,252	41.7%	+4.9%	7.6%
RESIDENTIAL	167,890	103,559	32.0%	171,600	109,846	31.8%	+2.2%	6.1%
PUBLIC ADMINISTRATION	3,342	60,771	18.8%	3,513	66,581	19.2%	+5.1%	9.6%
TOTAL	191,616	323,659	100.0%	196,357	345,907	100.0%	+2.5%	6.9%

3. Monthly Peak Load

MVA	1Q2003	1Q2004	Variance (%)
Jan	238.4	252.7	6.0
Feb	249.6	250.6	0.4
Mar	264.3	265.6	0.5

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4. M - Index

mm:ss	1Q2003	1Q2004	Variance (%)
Jan	01:32	00:06	-93
Feb	00:14	00:06	-57
Mar	00:23	00:15	-35
Average	02:09	00:27	-79

M-index = $\Sigma i / \Sigma P_i$

Σi = Total interruption power x interruption time

ΣP_i = Sum of installed power (kVA) for all the 10/0.4kV customer substations

M-index represents the equivalent time of energy not supplied to the network. The figures indicated include planned interruption.

The network availability index (ASAI) remains 99.999% this year.

5. SAIDI - System Average Interruption Duration Index

	1Q2003	1Q2004	Variance (%)
Jan	0.13	0.14	9
Feb	0.12	0.39	217
Mar	0.49	0.16	-67
Average	0.74	0.69	-7

SAIDI = Σ (Affected Customers x Affected Hours) / Total Customers Served

SAIDI represents the equivalent interruption time per customer.

SAIDI slightly improved over last year.

6. SAIFI - System Average

	2003	2004	Variance (%)
Jan	0.02	0.01	-72
Feb	0.00	0.02	311
Mar	0.02	0.02	-8
YTD	0.05	0.04	-3

SAIFI = Σ (Affected Customers) / Total Customers Served

SAIFI represents the percentage of customers affected by an outage.

SAIFI slightly improved over last year.

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7. Number of Work Accidents:

Month/Year	1Q2003	1Q2004
Jan	0	0
Feb	0	1
Mar	1	2
Total	1	3

8. WAFI - Work Accident Frequency Index

	2003	2004	Variance %
Jan	0.00	0.00	0.00
Feb	0.00	4.31	0.00
Mar	2.74	8.05	193.80

9. WAGI - Work Accident Gravity Index

	2003	2004	Variance %
Jan	0.00	0.28	0.00
Feb	0.00	0.30	0.00
Mar	0.02	0.23	1050.00