

## EV charging network available on e-Service App

CEM has been actively expanding the electric vehicles (EV) charging network. All EV owners are eligible to get an EV Card to access the 121 parking spaces for EV charging at 26 public car parks throughout Macau, Taipa and Coloane. To ease your driving green, a new EV section has been added to CEM e-Service App, with features including applying EV Card, locating charging stations, knowing how to charge, checking charging records, and reporting problem of charging stations.

To cope with the green commuting policy of Macau SAR Government and the growth of EV, we will continue to install more charging stations in the coming year.



## New face of Customer Service Centre

Located in the CEM Building in Estrada D. Maria II, the brand-new Customer Service Centre is here to provide you with better services. Apart from the refreshing atmosphere brought by the natural interior design, 8 service counters and a self-service kiosk have also been added to streamline service procedure. While waiting for your service, you can even enjoy a nice cup of coffee!

Opening hours: Monday to Friday, 09:00 - 17:45



## Know what's new with CEM Facebook Fan Page

Through CEM Facebook Fan Page you can stay tuned and participate in our promotional activities with great prizes, receive timely and useful information about our new services, upcoming events, enhance your knowledge with practical tips for usage of electrical installations, and share your comments and opinions for our improvement.

What are you waiting for? Click  Like on our Facebook page now to view what's new!



## What to do in case of...supply interruption?

- ▶ Whole building or residential area is affected: an interruption might happen and CEM will diligently resume the power as soon as possible.
- ▶ At your home but not at your neighbors: switch off all major electrical appliances and check the status of the main switch; if it remains off, check the circuit-breaker next to the meter.
  - If circuit-breaker is off, switch it on. If the supply is back, you may need to upgrade your subscribed demand as it might be due to overload.
  - If circuit-breaker is on but without electricity, it might be due to a fault in your installation and you may need to consult an experienced electrician.

