

Our fresh new look

We have recently introduced a newly refreshed brand and corporate slogan. The new CEM logo is modified with rounder and smoother curves using friendlier and more vibrant colors. Our new corporate slogan **“Powering Forward”** highlights our quest to better support our customers’ business and daily life. We also hope our unremitting efforts will continue to inspire people to make changes to create a more brilliant life.



Powering Forward



ICBC Macau real-time payment

You can now conveniently settle electricity bills on a real-time basis via ICBC Macau online banking service and mobile banking app. If your power supply is suspended due to overdue payment, **power restoration** will be **arranged immediately** upon payment.

Info Line new service hours

Info Line service hour has been adjusted to **09:00-19:00, Monday to Friday**. Experience our multi-faceted and around-the-clock inquiry services via **CEM e-Service App** and **Website**.



CEM WeChat Lucky Draw

CEM WeChat offers you a variety of convenient online services, plus checking bills, receiving CEM’s latest news, etc. From now till **31 August**, **follow and bind your electricity bill** in CEM WeChat to have the chance to win fabulous prizes including a Nintendo Switch console & variety kit, a Xiaomi robot vacuum, a Dyson hairdryer, cash coupons and 200 more!

For details:



CEM WeChat:



What to do in case of...insufficient subscribed demand?

While you are using more and more electrical appliances to enhance your daily living, it also means higher energy demand. Cases may happen that your meter size is inadequate to cater all necessary load and encounter recurrent power outages. We suggest you go through the following steps.

- Consult an experienced electrician to estimate the required load
- Apply* at CEM website or call Info Line 2833 9911, upgrade will be completed within three working days^

* Applicant must be the contract holder

^ Upon the approval of the electrical work needed on the installation and payment of respective charges