

Advanced power infrastructure for HZMB artificial island

We continue to expand our power network in face of the prospective electricity demand, including the new Hong Kong - Zhuhai - Macau Bridge (HZMB) artificial island. We have invested over MOP400 million to build a primary substation and related distribution network with state-of-the-art technology to provide premium electricity supply for the Customs Building and other complexes. Having 'self-healing' as one of its major features, power interruption will not be encountered when cable fault happens. Together with 24/7 monitoring from Dispatch Center, the power supply continuity can certainly be secured.



Apply for installation of private EV charging facility

The Government has promulgated Law No. 14/2017 "Legal regime of common area management in condominium" which came into effect at the end of August. If electric vehicle (EV) owners are interested in installing EV charging facility at private parking space, simply post the relevant work notice in the building lobby entrance and at the conspicuous place near the worksite. If there is no objection from other property owners within 15 days, the relevant process can be kicked off. Interested parties are welcome to consult CEM for related power supply application procedures.



Get prepared for typhoon season

To minimize the impact on the citizens in low lying areas and the risk of power equipment being flooded, we have launched a series of flood defense measures including raising distribution pillar boxes and potheads in the streets and the electrical installations inside customer substations, installing flood detectors, flooding alarm systems, sump pumps and flood barriers in customer substations, etc.



What to do in case of ...failed to record meter consumption?

If our meter reader is unable to access your meter:

- **Electricity consumption** will be estimated based on the average consumption of the past 12 months;
- To avoid estimated bill, you can provide a **self-reading** (up to 3 consecutive months) or make an **appointment** 3 days prior to the next meter reading date via our e-Service, WeChat, Mobile App or Info Line 2833 9911; If you receive estimated bills, you can request for bill adjustment through the same means before the payment due date;
- After the meter is successfully read, bill will be recalculated based on the electricity consumption between two actual readings.

