



Best-ever power supply reliability

In 2022, CEM's power supply reliability reached the world's top level of **99.9999%** for the third consecutive year, the best performance of our history. It equals to as low as 32 seconds outage time per customer within the year.

2022 also marked the recognition of the Macau SAR Government for CEM's 50-year service to Macau with the attribution of the Medal of Professional Merit to CEM. We are proud of our past achievements and even more excited about what we can offer our customers in the future.

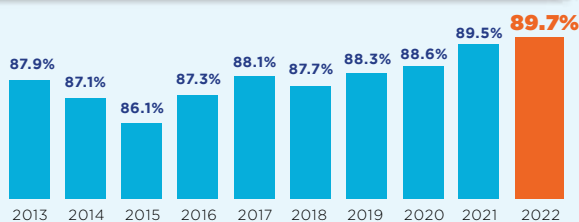


Customer satisfaction level hits historical high

In 2022, CEM continued to perform the "Customer Satisfaction Survey" aimed to learn about customers' satisfaction level in regard to CEM's service quality, helping us lay down directions for improvement in customer service. Despite the raging COVID-19 pandemic and various challenges, our frontline teams strived to maintain service provision and ensure reliable power supply. That resulted in achieving a historical high of 89.7% of customer satisfaction level.


We are heartened to see such good results and we pledge to continue doing our best to maintain our level of excellence and meet our customers' needs.

Customer Overall Satisfaction Towards CEM



Remote disconnection/reconnection procedure

With the increasing coverage of smart meter, CEM gradually implements the procedure of disconnection/reconnection for overdue payments remotely.

If your supply is disconnected and there is a disconnection symbol [] showing on your smart meter, it means the supply has been disconnected due to overdue bill. We will remotely perform the reconnection as soon as possible after bill settlement. This is much faster than the past practice of onsite reconnection. Citywide coverage of smart meters is expected by 2025.



Safety first while doing electrical work or repair

- ✓ Use all of the appropriate safety tools (insulated gloves, goggles, etc.);
- ✓ Unplug electrical appliances first and turn off the power to the circuit to reduce the risk of electrical shock;
- ✓ Keep water away, and do not use metal ladders;
- ✓ Conduct regular maintenance to find out potential problems before they turn into bigger issues.

