



Safety Upgrade Subsidy Program: Protecting you from electrical hazards

CEM is committed to fostering a safer environment for our community. The Safety Upgrade Subsidy Program for Communal Electrical Installations in Aging Buildings (Phase 2) supports citizens in upgrading aging communal electrical installations. If you have received an invitation letter, it means that your building has been identified as having immediate electrical hazards that require prompt attention. CEM will subsidize over 80% of the construction cost, with individual owner contributions as low as MOP1,000. Take action today by appointing a representative to coordinate with CEM to ensure a safer living environment for everyone.



The power supply point is raised to approximately 1.5 meters, reducing the risk of water damage to electrical installations.



Earn Green Points to redeem fabulous prizes

The all-new “Green Point” program, transforming your carbon reduction efforts into tangible rewards—earn points and redeem prizes, making sustainability engaging and meaningful. Through the CEM APP, every eco-friendly action you take, like e-bill subscriptions, online bill payments, AutoPay services, EV charging and more, will be tracked and converted into points to redeem exciting gifts or e-vouchers for free!

Download CEM APP now and get started on your eco-reward journey!

New “Life Support Customer Service”

To address the specific needs of customers with life-support equipment requiring higher power supply standard, we are introducing the brand new “Life Support Customer Service”. Registered customers will receive advance notifications prior to any planned power outages, including a “Power Outage Notice” and “SMS Notification” providing them with ample time to prepare. Moreover, if customers require further assistance, we will provide tailored response plans to ensure their safety and reassurance.



Advance smart technologies to new heights

CEM Intelligent Voice Bot is the first customer service solution in Macau that applies large language model artificial intelligence. It supports customer inquiries in Cantonese. Customers can obtain the latest electricity bill information by providing their contract number. It is conducted entirely through voice interaction and supports multiturn dialogue, allowing customers to ask follow-up questions, enjoy a more natural and smoother query experience.

Equipped with advanced recognition algorithms, thermal imaging cameras, partial discharge detection instruments, the new Robotic Dog Inspection System patrols power equipment day and night, silently safeguarding the grid’s safety and stability. This “inspection pioneer” not only embodies technological innovation but also marks a crucial milestone in CEM’s smart transformation journey!

