



New CEM self-service kiosk in Areia Preta

A new self-service kiosk was put into service in the Government Services Centre in Rua Nova da Areia Preta, n.º 52. You can reprint and pay the bill, perform different kinds of online applications and services such as request power and submit self-reading of meter, etc.

Service hours: Monday to Friday, from 9:00am to 6:00pm.



Don't miss out our Energy Fun Fair on 17 January

Join us on 17 January from 11:00am to 4:30pm at Tap Seac Square to play at fun game booths, watch talents shows and participate in our green workshops to learn a few tricks to make eco products.

Apart from lots of fun, you can win fabulous prizes including a Make-block DIY Robot Kit, an AI-Powered Robot Cozmo, a limited edition collapsible eco lunch box, and many more. Don't miss it, we are waiting for you! Children of age 16 and below are all welcome!

Our Chatbot answers your questions 24/7

Besides CEM WeChat, Chatbot service is now available in CEM Website www.cem-macau.com. Our agents Fady and Do Do are on stand-by 24/7 to answer your questions about billing, payment and applications in both Chinese and English. You can also switch to live chat with our Customer Services Officers during office hours!



Smart Tips

Stay safe during space heater season

- Keep away from flammable objects and place on a flat surface during usage;
- Use a dedicated socket;
- Never leave it on overnight or when you are not home;
- Place in a low traffic area to avoid children and pets running into it;
- Choose models with built-in tip over switch and overheating protection device.

