

澳電與你
March 2022

★ Celebrate our 50th anniversary with us

2022 marks the 50th anniversary of the establishment of CEM. We have managed to tide over different challenges over the past 50 years, thanks to the support of all sectors of the community.

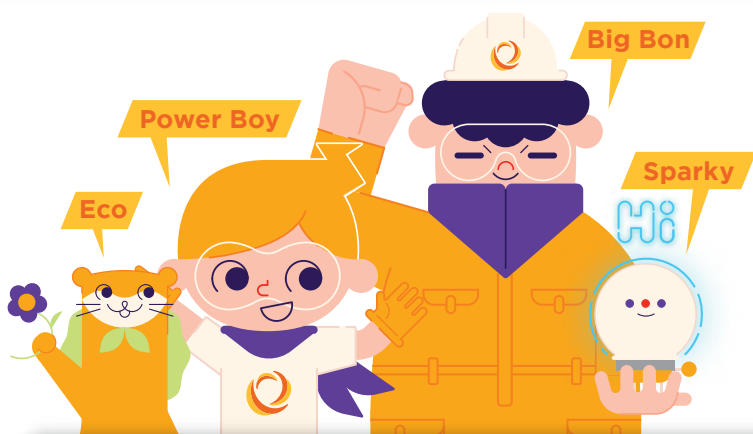
To extend our gratitude, we will launch a series of celebration activities for you to join throughout the year, including various lucky draws with great prizes, free EV ride, competitions of street dance, fitness and Rummikub, plus an eco-friendly flea market and many more. Stay tuned to our Facebook or WeChat!



Helping you live in a safer environment!

At the end of 2020, CEM shareholders allocated MOP30 million to set up the Safety Upgrade Subsidy Program to help upgrading the communal electrical installations in low-rise aging buildings with immediate danger.

After assessing more than 2,800 buildings, 150 of them were identified with urgent repair need, involving nearly 3,000 households. We urge residents who have received our invitation letters to actively participate in the Program to avoid potential accidents or even fire. For enquiries, please call Info Line at 2833 9911.



Meet our new mascots

CEM Power Buddies led by team leader "Power Boy" welcome three new members in 2022, representing our core values in environmental protection, technology and professionalism. Power Boy, he's quick to action and oversees Macau's power system. Eco, an otter species that once inhabited Macau is a green lifestyle enthusiast. Sparky, a smart light bulb who is full of innovative ideas. Big Bon, a reliable professional who loves helping others to solve electricity-related issues.

Customer satisfaction level hit new high

CEM continued to perform "Customer Satisfaction Survey" in 2021. Through the survey, we learned about customer satisfaction regarding CEM's services, customer experiences and brand image. Through analyzing the data collected and the feedback from customers, we can better determine the direction for further improvements. In 2021, we achieved 89.5% satisfaction level, hitting a ten-year height. We pledge to continue enhancing our services to better meet customers' needs.

Customer Overall Satisfaction Towards CEM

