

## Successfully launched “Safety Upgrade Subsidy Program”

The MOP 30 million “Safety Upgrade Subsidy Program for Communal Electrical Installations in Low-rise Aging Buildings” established by CEM shareholders was launched in March. We aim to subsidize the upgrade of communal electrical installations in aging buildings over 30 years old and less than seven storeys. The first two upgrading cases are at Edf. Fai On at Rua do Rebanho and Edf. Sun Po at Rua de Fernão Mendes Pinto.

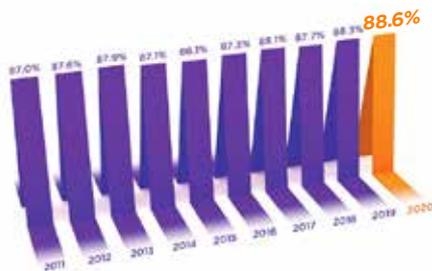
CEM will leverage its professional knowledge to conduct assessment and screen eligible buildings for the subsidy with fairness and impartiality. The upgrade will be carried out by contractors commissioned by CEM. CEM will be responsible for technical supervision. It is estimated that 150 to 200 buildings can be subsidized in three years. Citizens can visit CEM website to check if their building is included in the “List of Eligible Buildings”, which is updated constantly.



## Cultivating the younger generation

To raise awareness among young people about issues such as environmental protection and care for the most vulnerable in our community, we partnered with the Macau Youth Federation and the Macau Youth Volunteers Association to launch the “Youth Community Service Project”.

Throughout June, 80 young volunteers from both associations participated in various activities organized by CEM, including visiting and taking care of shelter animals, touring around Macau with seniors with low mobility, participating in a recycling program and learning how to grow organic food.



## Highest customer satisfaction in 10 years

We conduct the Customer Satisfaction Survey annually to collect and analyze customers’ opinions about various CEM service channels, including counter services, Chatbot, Call Centre, website, mobile app and social media, aiming to improve the whole customer service experience.

In our 2020 Survey, the satisfaction level reached 88.6%, a new high in ten years. It is a recognition from you of our continuous efforts in maintaining an excellent level of service.

## Electrical safety tips before and during typhoons

- Prepare an eco-friendly rechargeable or hand crank flashlight;
- Do not place appliances near windows;
- Ensure an alternative power supply or a contingency arrangement if there is any electrical life support equipment in your house;
- Do not touch any soaked power facilities;
- Turn off the main switchboard immediately if flooding occurs indoor.

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