

# LINK

澳電與你 September 2023



## New e-bill channels

In addition to email, you can now receive your e-bills through new channels such as SMS or push notifications (via CEM WeChat/CEM APP). Gone are the days when e-bills were limited to a single delivery method!

When your bill is issued, we will send you a bill notification via SMS, which will contain a link to download the complete bill. Alternatively, bill notifications will be sent to users who have successfully bound their CEM WeChat/CEM APP accounts. You can conveniently view your bills anytime, anywhere. Apply now!



## Improved services for your convenience

Starting this September, you will be able to pay the connection charges/job cost through the CEM website and CEM APP as soon as you receive a payment SMS, which can reduce the delivery time of the applications.

If you are busy, traveling or managing payments for someone else, you can also make advance bill payments at CEM's website, APP or counters to avoid disconnection due to missed payments.



## EV charging tips during hot temperatures

Electric vehicles (EVs) are equipped with a BMS system, which adjusts the charging speed according to the temperature to avoid overheating or overcooling the battery. An overheated battery may result in slower charging speed, charging failed or interrupted, and even shortened battery life. For optimal charging performance, we would recommend you to:

- Avoid charging immediately after the vehicle has been exposed to sunlight for a long time;
- Avoid charging in strong sunlight-exposed environments;
- Let the battery cool down first before charging.



## Save money and energy with smart home devices

- ✓ Use a smart thermostat to adjust your home's temperature to your needs and not waste energy;
- ✓ Install smart lights to remotely control your lighting and set timers to turn them off when not in use;
- ✓ Use smart plugs to control the energy consumption of your appliances, especially prevent them from wasting energy in standby mode;
- ✓ Install smart motion sensors linked to your lights, so when you go out, everything will automatically turn off.