

# **Community Relations 2024/2025**



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## 1. Community Relations

Community relations developed by Cemig involve creating and maintaining mutually beneficial partnerships between its business and the communities in which the company operates. This report presents some of Cemig's key strategies to promote effective community relations, especially involving social programs to improve affordability and access to clean energy for vulnerable and low-income communities in its concession area, as well as programs and procedures to ensure a successful implementation of Cemig's stakeholder engagement initiatives. In that context, a robust policy on stakeholder engagement – including identifying key local stakeholders, integrating them into corporate strategies, and providing grievance mechanisms to address concerns – is crucial to guide the company on a responsible, ethical, and sustainable path throughout its global operations.

### 1.1 Affordability & Access

Cemig promotes relevant social programs to foment affordability and access to clean energy, particularly for vulnerable and low-income communities in Minas Gerais, by providing financial support or bill assistance to customers; offering flexible payment options or digital tools to help customers manage their expenses; engaging with local communities to promote access to clean energy; investing in infrastructure to improve access to reliable and clean energy, and developing projects that address the interconnected needs of water and energy use.

#### a. Providing financial support or bill assistance to customers

Cemig is committed to promoting social inclusion and is aware of the importance of providing financial support or bill assistance to reduce the utility cost burden on low-income or vulnerable customers. That is why the company implements the initiatives below:

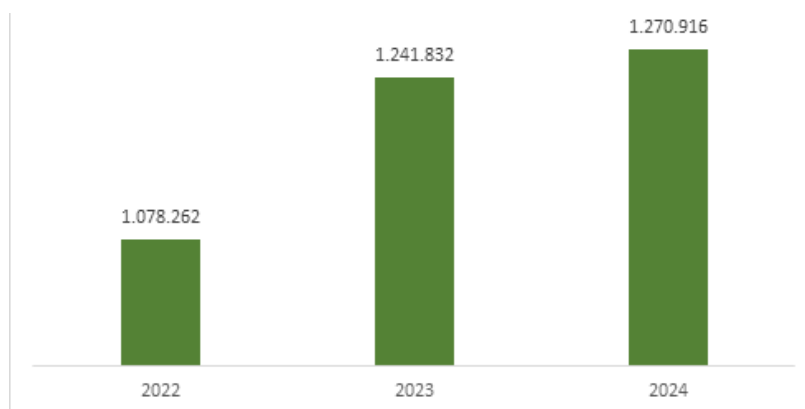
##### a.1 Social Electricity Tariff



An example of a bill subsidy given for low-income communities in Brazil is called **“Social Electricity Tariff”**, which is a discount on electricity bills for consumers who meet specific criteria related to social vulnerability. That benefit is an important instrument for reducing socioeconomic inequalities, especially in locations that have been the most affected by energy prices.

In Brazil, in 2024, 1.27 billion consumers received the discount of the **“Social Electricity Tariff”**, totaling R\$890,363,600 million over the year. The figure below shows the progression in the number of beneficiaries over the past three years.

## Community Relations 2024/2025



When it comes to Minas Gerais, Cemig ended 2024 with more than 1.4 million customers registered for the **“Social Electricity Tariff”**. This benefit guarantees a discount of up to 65% on the energy bill of low-income families. In the Metropolitan Region of Belo Horizonte – capital of the state of Minas Gerais, 351 thousand families ended 2024 with the tariff benefits on their Cemig energy bill. Considering the entire Central Region of Minas Gerais, the number rises to 394 thousand registrations.

The **“Social Electricity Tariff”** is automatically granted to families that are registered in the “Federal Government's Single Registry for Social Programs” or that receive the “Continuous Social Assistance Benefit” (BPC). Under the regulation of Law No. 14,203/2021 and the protocol signed between the National Electric Energy Agency (Aneel), the Ministry of Mines and Energy, and the Ministry of Citizenship, families entitled to the benefit no longer need to request it from the energy distributor.

The discount is applied according to consumption ranges, following the below:

- 65% discount for consumption of up to 30 kWh;
- 40% discount for consumption between 31 kWh and 100 kWh;
- 10% discount for consumption between 101 kWh and 220 kWh;

In addition, indigenous and Afro-Brazilian resident of quilombo settlements receive a 100% discount up to the limit of 50 kWh/month.

### a.2 Seasonal rate reductions

**“Tariff flags”** is the system, implemented in 2015, that shows to consumers the real costs of generating electricity in the current month. To this end, the colors of the flags (green, yellow or red) indicate whether the energy will be more or less expensive, depending on the electricity generation conditions.



- Green flag: favorable energy generation conditions. The tariff does not suffer any increase;
- Yellow flag: less favorable generation conditions. The tariff suffers an increase of R\$0.01885 for each kilowatt-hour (kWh) consumed;
- Red flag - Level 1: more costly generation conditions. The tariff suffers an increase of R\$0.04463

for each kilowatt-hour kWh consumed.

- **Red flag - Level 2:** even more costly generation conditions. The tariff suffers an increase of R\$0.07877 for each kilowatt-hour kWh consumed.

The **tariff flags' system** offers several benefits to electricity consumers:

- **Transparency:** Tariff flags indicate the real costs of electricity generation, allowing consumers to better understand the factors that influence the price of energy.
- **Conscious consumption:** By indicating whether energy will cost depending on generation conditions, the flags encourage consumers to adapt their energy consumption according to current costs.
- **Updated information:** Tariff flags are updated monthly, providing consumers with accurate and timely information on energy generation costs.
- **Financial planning:** With the flags signaling, consumers can better plan their electricity expenses, avoiding surprises on their electricity bill.
- **Energy efficiency:** The flags encourage energy efficiency practices, since consumers tend to reduce consumption during red flag periods, when costs are higher.

#### **b. Offering flexible payment options and managing expenses**

Affordability and access to a basic utility as energy are social imperatives aligned with the UN Sustainable Development Goal – SDG 7: Affordable and Clean Energy. To make this goal possible, Cemig tries to offer flexible payment options to reduce customers' financial stress, boost their satisfaction, foster stakeholders' trust, and enhance the company's long-term sustainability.

##### **b.1 Pix**

Over the years, Cemig has been improving and expanding its payment channels and methods, as well as offering more flexible ways to negotiate debts. So now Cemig adopts a robust set of strategies to combat default, maintaining the ratio of collected accounts at a high level - 99.44% in 2024. The facilities offered by new payment channels have played an essential role in that result. Collection through digital channels - such as Pix (the instant payment system created by the Central Bank of Brazil), direct debit and payment apps - has grown since 2023, representing 67% of the total collected, a significant growth compared to the 61.3% recorded in 2023.

PIX stood out as the preferred payment method for consumers, even surpassing collection through lottery stores. That change has generated savings of R\$30.6 million since its implementation reduces the fees charged in traditional operations. The change in the collection mix also had positive effects on cost control. In 2024, there was a 15% reduction in tariff expenses compared to 2023.

These results demonstrate how Cemig has modernized its financial operations, offering greater convenience to customers and promoting efficiency in collection. By strengthening the adoption of digital solutions, the company not only improves its financial management, but also reduces costs and improves customer service.

Other highlights of the improvements include:

- periodic reassessment of installment rules, seeking to better adapt to the behavior of market and encouraging payment of overdue amounts in cash;
- systematic action with customers at greater risk of default, such as large customers, distributed

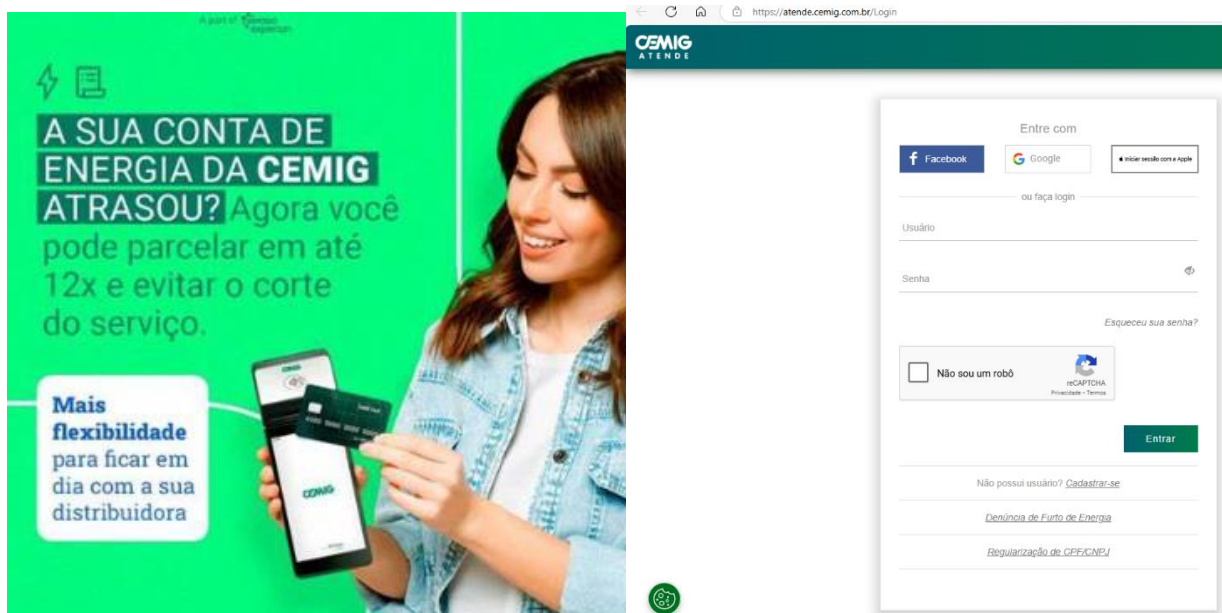
- generation units, hospitals and public authorities;
- negotiation campaigns for specific groups (low-income households and small businesses), on specific topics and participation in negotiation fairs with the most renowned credit bureaus.

## b.2 Negotiating energy bill debts

Cemig offers three main channels for its customers to **negotiate their energy bill debts**: its website, in person (through electricians and service agencies in several cities of Minas Gerais) and its phone number. In each option, every payment can be divided up to 12 installments with a 50% discount and reduced financing interest.

In addition to that, Cemig has joined the **Desenrola Brasil Program**, a federal government initiative that allows Brazilians to renegotiate their debts, regularizing the situation of those with a negative credit rating. Now, Cemig customers who meet the criteria for participation in this stage will be able to renegotiate their debts with the company under better payment conditions.

### 1. Cemig Atende Website



The customer must access **Cemig Atende Website**, choose the “Payment of Bills” option and follow the instructions. The interest rate, the discount amount, the number of installments and the total amount of the debt will be displayed before the installment payment is confirmed. Payment by credit card is available on this channel.

### 2. In person





The customer can go to any of Cemig's **in-person service points** all over Minas Gerais. The list of service agencies divided by location is available at [Cemig](https://www.cemig.com.br).

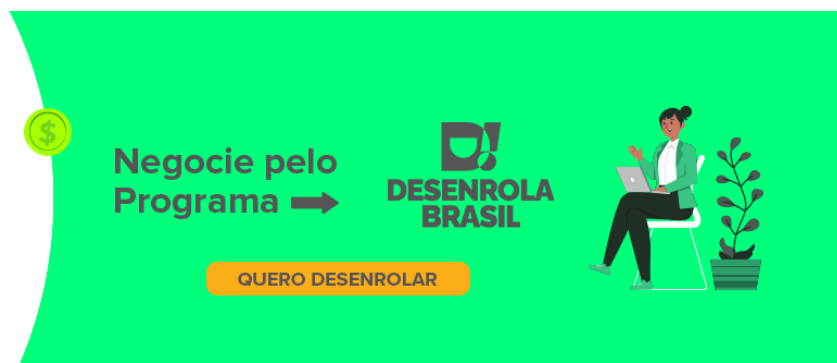
In addition, Cemig allows payment of overdue invoices at the time the **electricians** visit the residency to perform the disconnection of energy. Payment can be made exclusively via the machine using debit or credit card, with the latter bill being able to be divided into up to 12 interest-free installments.

3. By \_\_\_\_\_ phone



The customer also has the option of calling the telephone numbers 116 or 0800 721 7003 to request to pay their bill in up to 12 installments with a 50% discount on the total amount of payment. The next bill due is not included in the installment plan.

4. Via Desenrola Brazil Program



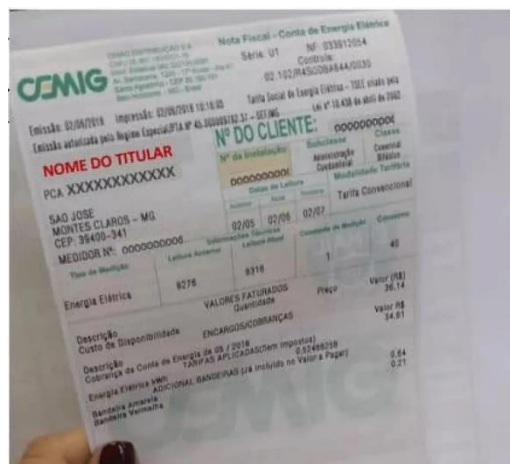
Cemig has joined the **Desenrola Brasil Program**, a Federal Government initiative that allows Brazilians with negative credit scores to renegotiate their debts. Thanks to the company's participation in the program, Cemig customers who meet the criteria can renegotiate their debts with the company under better payment conditions.

The customer must have had an average formal income of up to two minimum wages or be registered in the Federal Government's Unified Registry for Social Programs (CadÚnico).

By accessing the Federal Government's platform developed for the program's implementation, the customer will check if they are eligible to refinance their debts and if their personal debts are covered by Desenrola Brasil. If so, they will find two possible scenarios: debts up to R\$5,000 or debts between R\$5,000 and R\$20,000. In cases where the debt is between R\$5,000 and R\$20,000, the customer can only make a lump-sum payment but will receive a discount. In cases where the debt is up to R\$5,000, the payment can be made in a lump-sum with a significant discount or, in some pre-determined cases by the program's system, in up to 60 installments.

The negotiation of debts up to R\$20,000 through the Desenrola Brasil program will be done via an online platform. To access this digital system, the person needs to have an account in the Federal Government's digital environment.

## b.2 Pay-as-you-go service



**Pay-as-you-go services** offer a flexible and cost-effective way for customers to pay only for the services they use, rather than committing to a fixed plan. As energy usage varies significantly from month to month, Cemig adopts this way of payment. Electricians check the energy consumption meter of all Cemig consumers monthly. Therefore, the bill is accurate according to the person's use of energy.

The key benefits of pay-as-you-go services are:

- **Flexibility:** Customers can scale their usage up or down based on their needs, which is particularly useful for businesses with variable or unpredictable usage patterns.
- **Cost efficiency:** By paying only for what they use, customers can avoid the overhead of upfront purchasing and reduce unnecessary expenses.

## b.3 Smart meter: technology that helps customers track and manage energy consumption

BTZero is a new, modern and safer network standard, equipped with insulated cables, remote-controlled equipment, and a direct communication network between the customer and Cemig. BTZero's technology allows remote operations to restore the power supply, reducing the need for electricians to intervene in

person. This is a much more efficient and safer power supply system for our customers. On top of that, BTZero smart meters are located inside the consumer's residence, helping customers track and manage energy consumption in an easiest way, and enabling better expense control and decision-making.



#### b.4 Automated payment option

Cemig encourages each customer to register the payment of the energy invoice automatically through their internet banking account, to avoid setbacks in paying debts. There are many communication campaigns to foment the increase in the automated payment option.



Cemig

<https://www.cemig.com.br> > noticia > pagamento-pratico ...

#### Pagamento prático e seguro - Cemig

Você pode também fazer a adesão ao débito automático diretamente pelo seu banco. Entre no app ou site do seu banco e escolha a opção "Débito Automático" (que pode estar dentro da opção "Pagamentos"). Dependendo do banco, será ...



#### c. Engaging with local communities to promote access to clean energy

Some of Cemig's community engagement initiatives include the promotion of access and information about clean energy, focusing on ensuring that communities understand that energy efficiency measures and clean energy solutions can be possible and more affordable. There are efforts to bring clean energy and more efficient appliances to local communities, as well as educate them about using those, raising awareness about the company's available programs.

The highlight on this topic is the program "PEE - Cemig in the Communities" (Cemig nas Comunidades).





Cemig develops the Energy Efficiency Program (PEE), an initiative that aims to reduce energy waste and promote more sustainable consumption of energy. The company allocates a percentage of its monthly net operating revenue to projects that optimize the use of electricity in consumer facilities, benefiting strategic sectors and expanding the social impact of Cemig's actions.

PEE covers several areas, with emphasis on hospitals, public schools, low-income communities and government facilities. The program plays a fundamental role in disseminating the safe use of electricity and in raising awareness about efficient consumption, aligning its investments with the preservation of natural resources.

Within the scope of the PEE, there is the program “**PEE - Cemig in the Communities**” in which Cemig carries out visits to the homes of thousands of families in low-income communities and housing complexes in Minas Gerais. During the visits, Cemig replaces old light bulbs with LED ones and also refrigerators that have lower energy consumption. After the free replacement, attendants give the locals important tips on how to save energy and about the affordability of energy.

The project will benefit 120,000 low-income families in approximately 80 neighborhoods, communities and occupations, 110,000 in the Belo Horizonte Metropolitan Region and 10,000 in the interior of Minas Gerais, in Cemig's concession area. To execute the project, Cemig expects to invest R\$27 million. The table shows the numbers of 2024:

Program of PEE	Target	Quantity completed (consumers)	Investment (R\$)	Energy saving (MWh/ano)	tCO <sub>2</sub> avoided
Cemig in Communities: orientation visits and replacing inefficient equipment, as well as working to regularize installations.	Low-income families living in urban settlements and occupations	50,598	5,715,035.26	838.26	31.86

#### d. Investing in infrastructure to improve access to reliable and clean energy

Cemig continually invests in infrastructure, to enable long-term projects that improve or expand its physical infrastructure, enhancing reliable and clean energy delivery.

##### d.1 Grid upgrades for reliability

Cemig has just reached a historic milestone: 4 gigawatts (GW) of installed power in Distributed Generation (DG) connections in its concession area. This number reflects the advancement of DG, an energy model that allows consumers to produce their own electricity, especially from renewable sources like solar energy. As such, the company leads the ranking of distributors in the country.

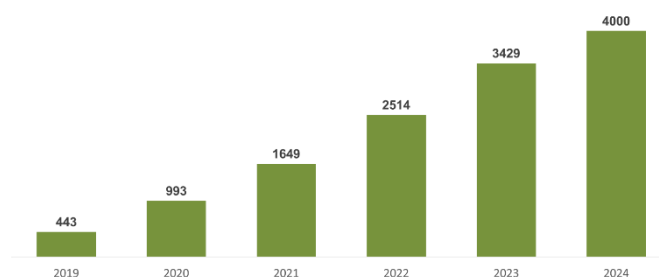
Through the connection, customers can inject the energy generated into Cemig's grid and receive credits to be deducted from their monthly energy bill. Currently, more than 689,000 consumer units in Cemig's concession area are registered to receive these credits, which can be used within a period of up to five years from the injection of energy into the system.

Reaching the 4 GW milestone is an achievement that reaffirms Cemig's commitment to efficiency, sustainability and safety in serving its consumers. DG differs from the traditional model of centralized energy generation because, while large plants generate electricity and distribute it to consumers through transmission lines, distributed generation allows energy to be generated and consumed directly at or near the site where it is produced, which reduces transmission losses, contributes to the efficiency of the electrical system, and promotes greater independence and energy resilience in the event of occurrences in the electrical system.

This model has been growing due to the reduction in the cost of photovoltaic systems; the government foment and the growing interest in sustainable alternatives. This makes DG a highly viable response to the demand for a cleaner and more economically advantageous future.

The 4 GW installed by Cemig is equivalent to the capacity of four large hydroelectric plants. Depending on factors such as climate and consumption, this amount can meet the energy demand of a population of 4 million people, a greater number than the combined population of the three largest cities in Minas Gerais: Belo Horizonte, Uberlândia and Contagem. It can also serve approximately 2.6 million homes, considering the average residential consumption in the Southeast region of Brazil.

The robust growth of the DG market in Brazil, driven by Cemig and energy distributors throughout the country, is a global trend and reflects the movement towards the democratization of autonomous energy generation and consumption. The evolution of installed power at Cemig (GW) can be seen below:



## d.2 Renewable energy installations for off-grid populations



One initiative included in Cemig's Corporate Investment Plan is the regularization of access to renewable energy supply for 240,000 low-income families living in the state's main urban centers, through the **program "Legal Energy" (Energia Legal)**, between 2023 and 2027. The investment includes the implementation of new networks for irregular power connections, off-grid populations, inclusion in the Social Electricity Tariff and donation of smart energy meters, efficient refrigerators and LED lights. Cemig will invest approximately R\$1 billion by 2027 to carry out this project. In 2024, 20,926 families were regularized through the program, approximately R\$38.6 million was spent on regularizing these connections.

Regularization is carried out using adequate technologies to the reality of each location, including centralized metering systems on poles and armored metering panels for areas of vertical occupation. The choice of technologies considers the social complexity and specific challenges of each region, such as energy fraud and the risk of electrical accidents.

### e. Developing projects that address the interconnected needs of water and energy use

Cemig understands the importance of integrated resource management projects that can achieve more sustainable outcomes for both energy and water systems and help optimize usage for environmental and social benefit.

#### e.1 Program "Cemig changes your engine" (Cemig troca o seu motor)



The program **“Cemig changes your engine”** encourages the replacement of inefficient and obsolete equipment to more modern and economical types of engine. To promote this sustainable initiative, which will benefit customers who use single-phase and three-phase electric motors in their facilities, bonuses up to 40% are granted when purchasing new motors.

The initiative is carried out through the company's Energy Efficiency Program, which is regulated by the National Electric Energy Agency. In 2024, Cemig gave R\$35 million in bonuses to those interested in participating. Anyone can join the project, including the consumer who wants to change their old mechanical equipment of water pump and increase energy-efficient water management services.

#### **e.2 Program “Three-phase Minas” (Minas Trifásico)**



The program **“Three-phase Minas”** is an innovative program that will transform the lives of thousands of people in rural areas of Minas Gerais. It aims to convert single-phase networks into three-phase networks, in addition to interconnecting and expanding medium-voltage networks.

The program also includes reinforcing three-phase networks and building new feeders, either from new substations or expanding the existing ones, as well as implementing new distribution networks that will serve as an alternative source of energy for municipal centers.

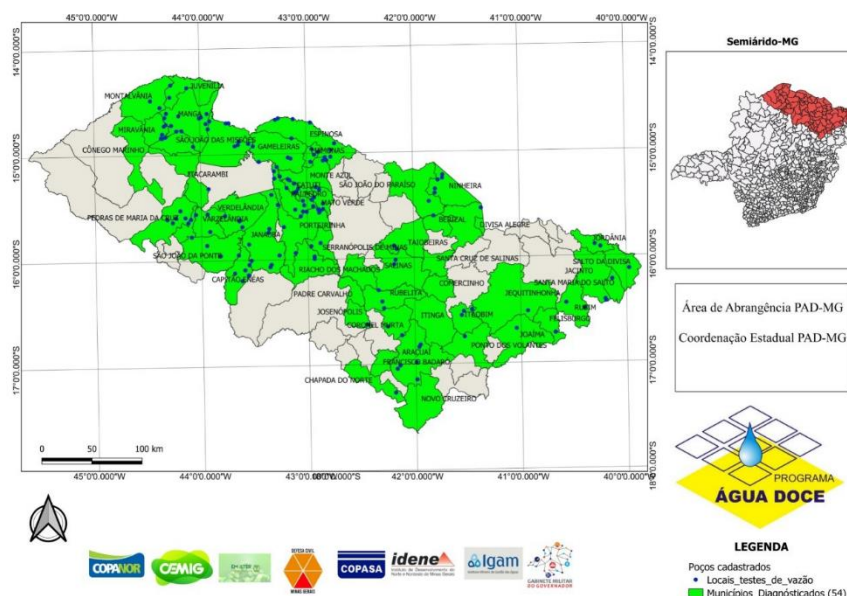
With coverage in practically all 774 municipalities in Cemig's concession area, the program will promote the strengthening of local agribusiness, boosting economic development, job creation and improving family income in rural areas of Minas Gerais.

Advantages of the three-phase network:

- it prevents untimely power outages when several pieces of equipment are connected at the same time;
- three-phase motors are smaller than their single-phase counterparts of the same power;
- it allows the connection of higher-power electrical equipment at greater distances;
- it allows the interconnection of distributed generation plants without major reinforcements in the system.

The three-phase network is widely used for irrigation, in a way that irrigators can exchange diesel for electrical energy, promoting more energy-efficient water management services.

#### **e.3 Program “Fresh Water” (Água Doce)**



The program “Fresh Water” is a federal government initiative coordinated by the Ministry of Regional Development in partnership with federal, state and municipal institutions and civil society. It aims to establish a permanent public policy for access to quality water for human consumption through the sustainable use of groundwater, incorporating technical, environmental and social care in the implementation and management of desalination systems.

The program is implemented through partnerships with all states in the Northeast of Brazil (Alagoas, Bahia, Ceará, Maranhão, Paraíba, Pernambuco, Piauí, Rio Grande do Norte and Sergipe) and Minas Gerais. There are currently 10 agreements available in the country, with an investment of approximately R\$260 million to provide quality water to 1,200 rural communities in the Brazilian semi-arid region.

Cemig is one of the stakeholders that participate in the program “Fresh Water” to implement the State Drought and Dry Season Plan, which aims to enhance public policies for the population of the semi-arid region of Minas Gerais.

In February 2025, a technical and operational alignment meeting was held, in which the State Civil Defense Coordination presented a preliminary diagnosis of the Drought and Dry Season in Minas Gerais.

The purpose of the ongoing process is to identify and provide mutual knowledge of initiatives aimed at mitigating the impacts of water scarcity and, above all, to foster the integration of the actors of the Civil Defense and Protection System, in order to expand the scope and enhance the results of projects aimed at the state's water resilience.

In 2022, Cemig was responsible for connecting desalination systems of the program to the electricity grid in 69 communities in 26 municipalities in the State of Minas Gerais.



## 1.2 Stakeholder engagement program: Proximity



### PROXIMITY PROGRAM

*Initiative to strengthen the relationship with local communities*

#### **a. Introduction**

Cemig's implemented stakeholder engagement programs indicate the company's commitment to actively involve, inform and address the concerns of local stakeholders in a proactive approach, working towards fostering positive relationships and sustainable practices.

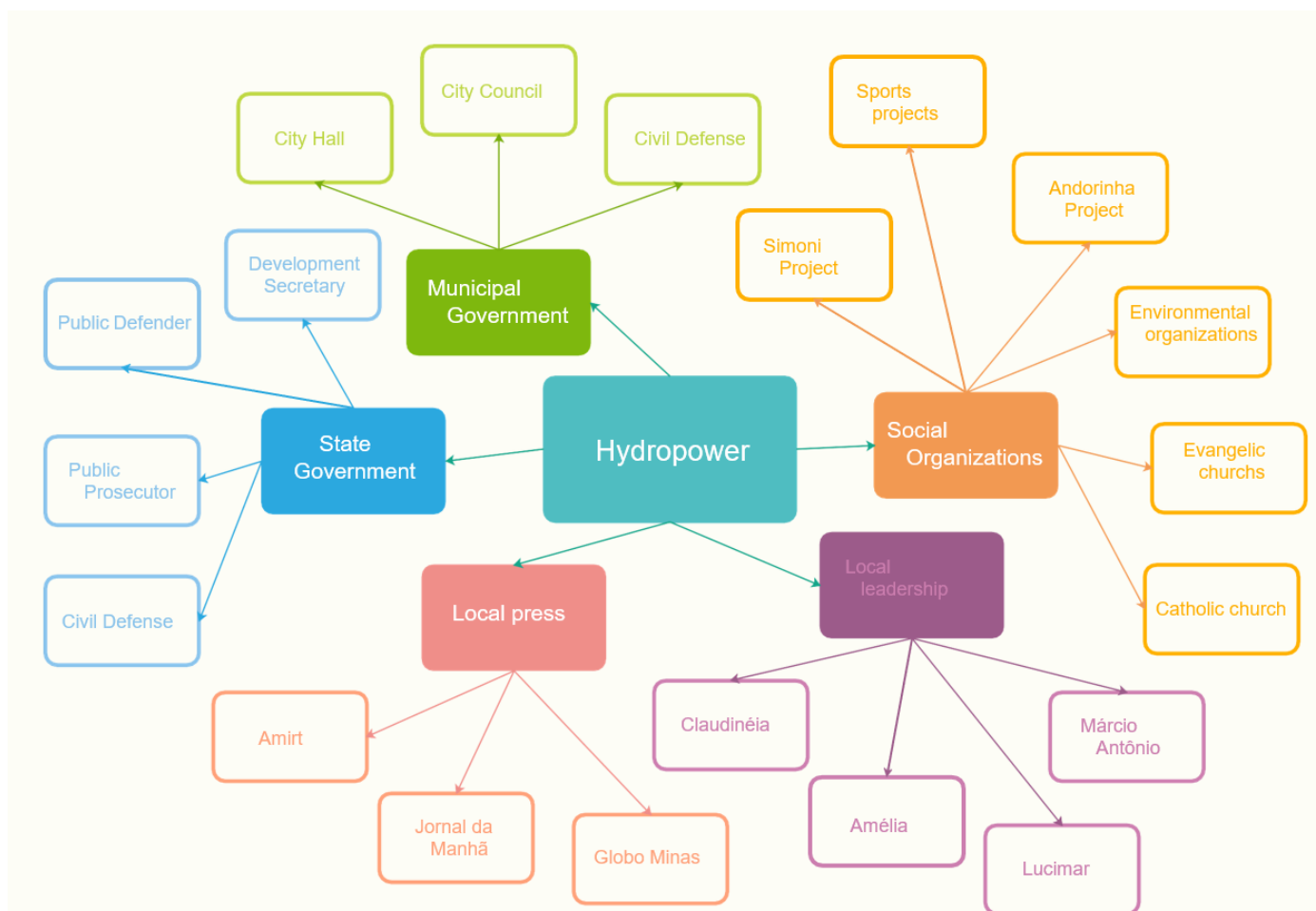
Managing relationships with local stakeholders plays a crucial role in promoting Cemig's transparency, accountability and responsiveness, contributing to the overall success of the company's stakeholder engagement strategy.

#### **b. A stakeholder engagement program, applied throughout Cemig's concession area since 2005**

The Proximity Program is one of the main stakeholder engagement programs developed voluntarily by Cemig.

It actively involves, communicates with and addresses the concerns of stakeholders living near Cemig's power plants all over Minas Gerais, strengthening the dialogue and building better relationships with local populations.

The process starts by identifying and analyzing the various stakeholders involved with each plant. For the identification and knowledge of stakeholders and their perceptions, a local survey is conducted in order to identify how the plant impact each stakeholder. Through the stakeholder analysis, Cemig prepares profiles and maps to define which are the high-priority stakeholders. In the Proximity Program, the surveys identify local mayors, politicians, Civil Defense, Military Fire Department, community leaders, Unions leaders, businessmen, religious representatives, and inhabitants of the cities involved.



The Proximity Program holds annual cycles of meetings to explain to the target population about the nearest plant's operating procedures, the structural safety adopted in the plants, the meteorological conditions that may affect the plants' operation and their consequences on the water level situation, as well as the aspects related to the environmental licensing and potential impacts of Cemig's operations in the area, such as local Emergency Action Plans (ERPs) related to possible damage in the dams close to the area. Cemig prepares specific External ERPs for its 42 dams, which impact the life dynamics of 122 municipalities. In some cases, the same municipality is covered by two ERPs, since there are two dams operating in its territory. In these plans, the company carries out the impact assessments. In addition, the Proximity Program also promotes guided tours to the plants' facilities.

In 2024, three meetings were held with a total audience of 145 people:

Hydroelectric Power Plant	Main city invited
Nova Ponte	Nova Ponte
Irapé	Grão Mogol
Queimado	Unaí



Photos of Nova Ponte and Plants during the Proximity Program meetings

### c. Regular reviews of perceptions for local stakeholders on engagement strategy

After each meeting, there is a survey to measure the perceptions of the local stakeholders on the engagement strategy adopted. After analyzing the questionnaire answers, the satisfaction index about the local community's engagement promoted by Cemig in 2023 scored 95.18%, out of 90% (the minimum goal). The satisfaction index about the local community's engagement promoted by Cemig in 2024 scored 94.94%, out of 90% (the minimum goal).

**CEMIG PROXIMIDADE**  
FORMULÁRIO DE AVALIAÇÃO DO EVENTO PROXIMIDADE

Responda, por favor, as questões abaixo, classificando o grau de satisfação com cada item apresentado, sendo: 1 para excelente, 2 para bom, 3 para satisfatório, 4 para ruim e 5 para ruimíssimo. Para a avaliação, considere as informações recebidas anteriormente para o entendimento da questão e suas alternativas.

1. Avalie sua satisfação com o conteúdo recebido de eventos.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
2. Avalie sua satisfação com a apresentação de slides.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
3. Avalie sua satisfação com as informações da mensagem.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
4. Avalie sua satisfação com o Planejamento de Operação da Usina.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
5. Avalie sua satisfação com a informação sobre a segurança da barragem.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
6. Avalie sua satisfação com as informações sobre o PPE - Plano de Ação Emergencial da Barragem.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
7. Avalie sua satisfação com as informações sobre o gerenciamento ambiental e suas atividades.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
8. Avalie sua satisfação com as informações sobre o Programa Pátria Viva.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
9. Avalie sua satisfação com a organização geral do evento.  
1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 ☆
10. Dê aqui, comentários, sugestões, reclamações ou elogios sobre o evento.

*Sara Cassaro*  
10/05/2024

Obrigado pela sua resposta, ela será importante para desenvolver mais reuniões para os próximos meses.

When the team returns to the same place to hold another meeting there to start a new cycle of meetings, the beginning of the encounter is dedicated to reading the main points raised in the last meeting, and to reviewing the strategies adopted so far.

### d. Meeting with local stakeholders to identify emerging concerns

Meeting with local stakeholders to identify emerging concerns and other points of views besides Cemig's is the key to the longevity of the Proximity Program, as that forum facilitates purposeful interactions between Cemig representatives and its surrounding communities.

During the meetings, there is an information dissemination part, which includes:

- the distribution of the booklet “The Rainy Season and the Operation of Reservoirs”
- the distribution of a map containing information of the specific municipality, the local hydrography, and the monitoring data of the reservoir water levels
- the exhibition of an explanatory video on reservoirs management during rainy seasons
- the lecture of Cemig’s engineering, sustainability, and environment professionals to ensure greater reliability in the operation of the plant
- the explanation about local Emergency Action Plans (ERPs) related to possible damage in the dams close to the area.

Conducting local stakeholder or community impact assessment is part of the program. Impact assessments include an overall assessment of local groups and potential impacts as a result of their operations.

However, the Proximity Program meetings go beyond information dissemination, as they create a collaborative space for constructive dialogue, fostering trust and understanding. This approach contributes to a comprehensive stakeholder engagement program, ensuring transparent and accessible communication with mechanisms to address emerging concerns in local communities.

#### e. Clear communication channels for local stakeholders to communicate with Cemig and track of grievances

Cemig has invested in the diversification of service channels, to offer both physical and online channels with the same quality, ensuring maximum consumers satisfaction:

- Local agencies in Minas Gerais: [Cemig](#)
- Telephone number: 116
- Telephone number for deaf people: 0800 723 8007
- Ombudsman: <https://www.cemig.com.br/en/compliance/>
- Chat Bot: <https://www.cemig.com.br/>
- Twitter: [@cemig\\_energia](#)
- Facebook: <http://www.facebook.com/cemig.energia>
- Cemig Torpedo: SMS to 29810
- E-mail: [sustentabilidade@cemig.com.br](mailto:sustentabilidade@cemig.com.br) + [cadastramentocemig@cemig.com.br](mailto:cadastramentocemig@cemig.com.br)

During the meetings of the Proximity Program, those service channels are publicly disclosed, in case the population wants more in-depth contact with Cemig.



Presentation shown in Queimado Plant during the Proximity Program meeting

In that way, Cemig ensures that its local stakeholders are given physical, online and accessible means to communicate their concerns and questions with the company all through the year.

Furthermore, during the Proximity Program meetings, Cemig’s teams listen to and answer questions from the population who participate in the events, doing their best to get feedback and solve specific problems raised during the occasion. The goal is to establish a two-way communication flow, enabling local stakeholders to express thoughts, seek clarification and actively engage with the company.

## Community Relations 2024/2025

In 2024 meetings, there were 34 doubts, problems and grievances raised:

City	Grievances received	Resolved	Unresolved (until jun/2025)
Nova Ponte	05	05	00
Grão-Mogol	07	07	00
Unaí	22	22	00
<b>Total</b>	<b>34</b>	<b>34</b>	<b>00</b>

The main grievances were about distributed generation, street lighting, network extension, and invoicing. We can highlight one example of e-mail received after a Proximity Program meeting, when a participant asked about

**E-mail sent by Arlen Santiago, a participant and deputy representing the city and population of Grão Mogol**





ASSEMBLEIA LEGISLATIVA DO ESTADO DE MINAS GERAIS

OF.0082/24/GAS

Belo Horizonte, 30 de janeiro de 2024.

Ilustríssimo Senhor:

Com o prazer de nos dirigirmos à presença de V.Sa., vimos solicitar-lhe o valioso apoio no sentido de verificar possibilidade de viabilizar, em caráter de urgência, melhorias na rede de distribuição de energia no município de **Grão Mogol/MG**, uma vez que o atual sistema vem impactando o serviço de fornecimento de água.

Justificamos o pleito tendo em vista que a falta de pressão no reservatório da Estação de Tratamento de Água da COPASA tem impossibilitado a distribuição da água nas unidades consumidoras, especialmente dos moradores dos bairros Bom Gosto e Bandeirantes. Ressaltamos ainda que a falta de água está colocando em risco o funcionamento de postos de saúde do município.

Na expectativa da especial acolhida ao pedido ora apresentado, antecipamos agradecimentos, prevalecendo-nos da oportunidade para reiterar-lhe nossas sinceras manifestações de apreço.

Atenciosamente,

**Arlen Santiago**  
Deputado Estadual

Ilmo. Sr.  
**Diretor-Adjunto JOÃO PAULO MENNA BARRETO DE CASTRO FERREIRA**  
Diretoria de Relações Institucionais da Companhia Energética de Minas Gerais (Cemig)  
Nesta Capital  
JG/jg

Visite nosso site: <http://www.arlensantiago.com.br>

31.2108.5030 – 2108.5033 (Fax) – 38.9973-14111 (WhatsApp)

**Translation of the e-mail:**

(...) We request your valuable support to verify the possibility of implementing, as a matter of urgency, improvements to the energy distribution network in the municipality of Grão Mogol/MG, since the current system has been impacting the water supply service. We justify the request considering that the lack of pressure in the reservoir of the Copasa Water Treatment Plant has made it impossible to distribute water to consumer units, especially to residents of the Bom Gosto and Bandeirantes neighborhoods. We also emphasize that the lack of water is putting the operation of health clinics in the municipality at risk. (...)

## E-mail sent by Cemig as a response to Arlen Santiago



Exmo. Sr.  
Deputado Estadual Arlen Santiago

Nossa Referência

Data 04/03/2024

Sua Referência

Ofício nº 0082/2024

Assunto:

Senhor Deputado,

Em atenção ao ofício 0082/2024 de V.Exa. referente a qualidade de energia no Município de Grão Mogol, temos as seguintes informações:

Os municípios de Grão Mogol, na região do Bairro Bom Gosto e Bandeirantes, possuem alimentação pelo alimentador GGLU105, com origem na SE Grão Mogol 1.

Realizada análise de “piques de energia” de 01/10/23 até 03/03/2024, não foi encontrado históricos de reincidências de RAS nos religadores a montante da região reclamada.

Análise de interrupção sustentada, no final do ano tivemos emergências (SIT E) e dia crítico (DC A), apesar de todos os esforços, temos situações que fogem ao controle da Cemig uma vez que as linhas de distribuição são expostas a fatores externos, tais como: abalroamentos, inundação, descargas atmosféricas, pássaros, entre outros. Estes eventos podem provocar variações de tensão de curta duração (VTCD) ou interromper o fornecimento de energia elétrica, principalmente em períodos chuvosos. Nestas interrupções tivemos o acionamento do religador R378982 que foi tratado com anomalia 410583, NSRI 210370261, serviço solicitado emendar jumper rompido na coordenada 16.562033 42.892438 - um poste antes do TR 147780 375.

De modo geral, o sistema elétrico da região tem passado por manutenções preventivas envolvendo estruturas, podas e limpeza de faixa, estas mapeadas pelas inspeções realizadas. As anomalias identificadas estão sendo executadas de acordo com o risco para o sistema elétrico, sendo que as críticas estão sendo executadas em urgência. No ano de 2023, foram realizados diversos serviços preventivos nos alimentadores que atendem aos referidos municípios (considerados os alimentadores BTZD206, COJ07 e COJ09), dos quais destacamos:

- Inspeção de 26 km de rede urbana;
- Inspeção de 17 km de rede rural;
- Poda de 29 árvores;
- Limpeza de 21,2 km de faixa;
- Manutenções em 164 estruturas (isoladores, cruzetas, postes, entre outros);
- Custos de manutenção: R\$ 96.479,46

Estamos à disposição para maiores esclarecimentos sobre o assunto.

Atenciosamente,

João Paulo Menna Barreto de Castro Ferreira  
Diretor Adjunto de Relações Institucionais

Av. Barbacena, 1200 - Bairro Saxon Agostinho  
CEP 30100-131 - Belo Horizonte - Minas Gerais - Brasil

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### Translation of the e-mail:

(...) The municipality of Grão Mogol is supplied by the GGLU105 feeder, originating from the Grão Mongol 1 substation.

Analysis of “power surges” from 1/10/23 to 3/3/2024 found no history of recurrences in the reclosers upstream of the region in question.

Sustained interruption analysis: at the end of the year, we had emergencies and critical days. Despite all efforts, we have situations that are beyond Cemig's control, since the distribution lines are exposed to external factors, such as: collisions, flooding, lightning strikes, birds, among others. These events can cause short-term voltage variations or interrupt the electricity supply, especially during rainy periods. (...)

In general, the region's electrical system has been undergoing preventive maintenance involving structures, pruning and strip cleaning, which were mapped by the inspections carried out. The identified anomalies are being carried out according to the risk to the electrical system, with critical ones being carried out urgently. (...)