



## MODULE OF ATTENTION OF THE FEDERAL ELECTRICITY COMMISSION



The Wholesale Market of Mexico, in coordination with the Federal Commission of Electricity, offers a Module of Attention where the Participants, Customers and the general public can carry out their paperwork related to electrical energy, quickly and safely.

The services offered by the Module are:

### LOCATION

CEDA administrative area

### CUSTOMER SERVICE HOURS

Monday to Friday from 8:00 a.m. to 5:00 p.m.

- PAYMENT OF CONSUMPTION RECEIPT
- FAILURE REPORTS
- CLARIFICATIONS OF RECEIPTS
- CONSULTATION OF BALANCES AND MATURITIES
- ENERGY SAVINGS CONSULTING
- LOCATION OF CUSTOMER SERVICE CENTERS FOR PAYMENT OF SERVICE



It also has the Matrix System and by means of Touch Screen the user is provided with information related to the location of the customer service centers closest to his home; some tips for saving of energy, how to read the receipt of payment and the meter installed in his home.

In addition, CFEAUTO is in operation, where the user can make the payment of his receipt of electrical energy, without getting out of his car and offers its service 24 hours a day.