

# COMPANHIA ENERGÉTICA DE MINAS GERAIS – CEMIG

LISTED COMPANY – CNPJ 17.155.730/0001-64 – NIRE 31300040127

## MARKET NOTICE

### Cemig beats IASC customer service quality rating target

**Cemig** (*Companhia Energética de Minas Gerais* – listed and traded in São Paulo, New York and Madrid), hereby reports to its stockholders and the public as follows:

On February 12, 2020 Brazil's Electricity regulator, **Aneel**, published the results of its **IASC Customer Satisfaction Index** for the Brazilian distribution companies in 2019.

The survey reports 70.58% of **Cemig's** residential clients as satisfied with the services provided by the company. This exceeds the target established by Aneel, and is Cemig's best result in this survey since 2009.

This recognition by the users of our services is the result of reduced waiting times for service, and our investments in expansion and improvement of distribution networks.

Also, our client service channels are more efficient and diversified, and we have improved the humanity and proximity of our communication with our various publics.

#### The IASC Survey

The survey, published annually by Aneel since 2000, evaluates the opinion of residential clients on the quality of the services provided by Brazil's electricity distributors. The assessments of the distributors for the 2019 IASC survey are the result of an opinion survey held in locations all over Brazil from July 22 to November 13, in 27,308 interviews, held in 596 municipalities served by 91 holders of electricity utility concessions and permissions to operate.

Belo Horizonte, February 14, 2020

Maurício Fernandes Leonardo Júnior  
Chief Finance and Investor Relations Officer

