

# CUSTOMER CHARTER

*we are committed to you*



	REQUEST	YOU NEED TO	TNB WILL
1.	<b>Individual Domestic New Electricity Supply</b> <i>(New individual domestic applications for single or three phase supply of whole current meter which require low voltage installation)</i>	<ul style="list-style-type: none"> <li>Ensure submission of complete supply application documents</li> <li>Pay connection charges</li> <li>Pay electricity deposits</li> </ul>	<ul style="list-style-type: none"> <li>Issue the connection charge statement within 14 days</li> <li>Complete service installation within 21 working days</li> <li>Install meter and connect your electricity supply within 7 working days</li> </ul>
2.	<b>Change of Tenancy (COT)</b>	<b>COT with final meter reading</b> <i>(if customer does not agree with current meter reading)</i> <ul style="list-style-type: none"> <li>Send in complete documents, pay deposits and fix date for final meter reading</li> </ul> <b>COT without final meter reading</b> <i>(if customer agrees with current meter reading)</i> <ul style="list-style-type: none"> <li>Send in complete documents and pay deposits</li> </ul>	<ul style="list-style-type: none"> <li>Perform final reading and connect your electricity supply within 5 working days</li> <li>Connect your electricity supply within 2 working days</li> </ul>
3.	<b>Refund of Deposits</b>	Send in complete documents to TNB branch office where your account is registered	Refund your deposits in 30 days
4.	<b>Billing</b>	Ensure that your electricity meter is accessible for reading	Bill you monthly
5.	<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Bring along your electricity bill for payment at TNB branch office</li> <li>Lodge a written complaint / feedback</li> </ul>	<ul style="list-style-type: none"> <li>Serve you within 20 minutes</li> <li>Reply within 7 working days</li> </ul>
6.	<b>Customer Contact</b>	Call 15454 to report on power interruption incidents	95% of all calls will be attended to
7.	<b>Disconnection of Electricity Supply</b>	Ensure prompt payment of your electricity bill to avoid disconnection	Provide notice at least 7 working days before disconnection of electricity supply <i>*Notice void if payment has been made</i>
8.	<b>Reconnection of Electricity Supply</b>	Pay full outstanding electricity bills at the respective TNB branch office before 1:00 p.m. on a working day	Reconnect your electricity supply on the same day

\* TNB will strive to meet the above standards, if not better.

## TNB CareLine:

15454 (Electricity Supply Interruption)

1300 88 5454 (Enquiries/Billing)

[www.tnb.com.my](http://www.tnb.com.my)

