APPENDIX D





# **Pre-AGM/Online Questions**



# FINANCIAL



NAME :		1E :	TEH SENG KONG LIM SAN KIM LIM CHEE HAI YAP HECK WEI	MANOHARAN A/L PACKIAM PILLAI YAP ZHENG
Q	:			e rate of dividend payment in the coming financial year? will the dividend payout be affected?
		giviı 60%	ng sustainable returns to the 6 dividend payout ratio base	ch was effective from Financial Year 2017, reflects the Board's views on shareholders. TNB will continue to honour our dividend policy of 30% to ed on the reported Consolidated Net Profit Attributable to Shareholders Extraordinary, Non-Recurring items.
Α	:	• For poli	• •	onsistently rewarded our shareholders at the higher end of our dividend
			•	re of TNB's business, it is necessary for TNB to better manage its balance

sheet and maintain the current practice of distributing the dividend. Our optimal gearing target is between 50% - 55%.



	TEH SENG KONG	MANOHARAN A/L PACKIAM PILLAI
NAME :	LIM SAN KIM	
	LIM CHEE HAI	
	YAP HECK WEI	

#### Cont'd:

- TNB is committed to our current dividend policy that would provide stable and sustainable dividends to shareholders while maintaining an efficient capital structure and sufficient to cater to its business prospects, capital requirements, growth/expansion strategy and other factors considered relevant by the Board.
- A
- Against the backdrop of the country's National Energy Transition Roadmap (NETR), the Incentive Based Regulation (IBR) framework and the tariff determination for Regulatory Period 4 (2025-2027) have provided stability and growth in our overall business for the coming years.
- Despite ongoing global uncertainties, we will remain vigilant in our operations and strive to uphold this policy, reflecting the Board's commitment to balancing stable dividend payouts with prudent capital management. This approach ensures that we maintain a resilient capital structure while supporting long-term growth, operational requirements, and strategic investments.



## **STRATEGY & GROWTH**



NAME :		1E :	MOHD ZAIRUL BIN MOHAMMAD ZIN
Q	:	What a	re the threats that Tenaga may be anticipating due to the current trade war?
			e ongoing global trade tensions present challenges across economies, TNB is proactively managing the impact Igh focused strategies aligned with our long-term growth priorities.
		a.	<b>Economic Volatility</b> Slower global and regional growth may affect electricity demand. In light to that, we are accelerating regional interconnection through the ASEAN Power Grid and expanding our renewable energy portfolio to stimulate sustainable demand.
A		b.	Market Volatility Uncertainty in global markets may pressure market valuations. TNB is enhancing investor engagement to position ourselves as a stable, defensive investment, while exploring measures to reinforce market confidence.
		c.	<b>Foreign Exchange Fluctuations</b> Currency movements can impact our financial exposure. We are optimising our position by securing FX-advantaged contracts and evaluating our loan obligations.
		d.	<b>Supply Chain Disruptions</b> Geopolitical uncertainties continue to affect the availability and cost of critical components. To mitigate this, we are diversifying our supplier base, enhancing procurement practices and strengthening contract management.
		• Desc	oite external headwinds, TNB remains well-positioned to capture growth opportunities particularly in clean energy,

• Despite external headwinds, TNB remains well-positioned to capture growth opportunities particularly in clean energy, regional expansion, and infrastructure in line with the national policy and stakeholder priorities.



## AGM MATTERS



	TAN SIEW BEE	LIM SAN KIM	LAM CHIUH BIN
NAME :	NG IT SZE @ NG JOO SAI	LYE BOON KIM	PANG HENG CHEONG
	LOO YEO MING	HO XIN RU	

#### **Request For TNB Integrated Annual Report**

- In line with the on-going Group's commitment in promoting sustainability as well as to achieve greater cost efficiencies, TNB encourages its shareholders to go paperless and to access the digital copy of TNB Integrated Annual Report 2024 for perusal by downloading it from the Company's website at <u>www.tnb.com.my</u>.
- Going digital will result in cost savings and enables the Company to continue maximising shareholder value through efforts to enhance the Group's overall performance and deliver robust financial results.
- However, the shareholders who prefer a hardcopy may request through the Requisition Form and our Share Registrar shall mail the Integrated Annual Report upon request, while stock last.

QUE	STIO	V 4				
		TAN SIEW BEE	HENG KEE BOON	OOI CHEOK SEAN	TAY YONG LIANG	SAI CHONG YEH
	AME .	FONG LEE YONG	LIM CHEE HAI LOV	LOW POH SIM	TAN MEI CHI	FOONG WING CHUN
NAME :		NG IT SZE @ NG JOO SAI	YONG JOON FAH	LOW BENG CHOO	NOR UMAIRAH BINTI SALLEH	
		MANOHARAN A/L PACKIAM PILLAI	LIN SAN KIM	LEE PHEI YIN	LYE BOON KIN	
A	:	appreciation, Complimentary and proxies who have register Vouchers and e-vouchers wil account the flexibility, the co other Public Listed Companie	v Vouchers ed for TNB 3 l be provide onvenience s' practices	with a value 35 <sup>th</sup> AGM. ed to both phy of voucher re	of RM50.00 each ysical and virtual edemption, as we	tails of the 35 <sup>th</sup> AGM, as a token of n will be provided to shareholders attendees accordingly, taking into ell as the comparisons made with M1.0 million, of which includes all
		expenses related to the phys	ical attenda	ance and vir	tual participation	via the Remote Participation and ding TNB 34 <sup>th</sup> AGM virtually was



## **STRATEGY & GROWTH**



NAME :		IE:	KHOO SUAN PHAIK
Q	:	How d	oes the company plan to overcome the illegal electricity tapping especially by bitcoin miners?
		• Join Mal	come illegal electricity tapping by Bitcoin miners, TNB has taken several key measures: <b>It Enforcement Operations</b> : Collaborating with the Energy Commission (EC), Royal Malaysia Police (PDRM), aysian Anti-Corruption Commission (SPRM) and local authorities to impose criminal charges on offenders upon viction.
		• Moi	nitoring and Detection: Analysing continuous electricity consumption patterns to detect suspicious usage.
~			art Meter Deployment: The expanding of smart meter installation to enhance TNB's ability to monitor real-time ge, detect anomalies and take immediate action against theft.
A	•	_	al and Technological Enhancements: Enforcement a stricter law under the Electricity Supply Act and using Ficial Intelligence (AI) and predictive analytics to identify and flag unusual electricity consumption.
			ough these initiatives and enforcement efforts, TNB successfully detected 2,397 cases in 2024, contributing to a action in distribution network's non-technical losses from 4.5% in 2021 to 2.6% in 2024.
			itionally, the volatility in Bitcoin prices has discouraged many from engaging in such activities, potentially tributing to a reduction in illegal electricity tapping cases. We remain committed to combating illegal

cryptocurrency mining to protect public safety by ensuring the stability of electricity supply.



# **Questions from the Floor**



N		IE:	DR. ISMET YUSOFF (Chief Executive Officer, MSWG)
Q	:	to T unsi Deb the Imb wha Envi was acce disa	re was RM1.39 billion additional taxes that was submitted by the Inland Revenue Board of Malaysia (IRB) TNB. What is the status of that judicial review and what would be the impact if judicial review was accessful by TNB? t and financing risk - as the borrowings remain elevated at RM57.4 billion, what is the plan to manage refinancing risk and reduce gearing sustainably? alance Cost Pass-Through (ICPT) - as there is RM9.1 billion ICPT under recoveries and still on the book, it is the status for reimbursement from the Government and how TNB is managing this liquidity? ronmental, Social and Governance (ESG)/Sustainability with regards to Nenggiri project - last year there media report stated that there were quite a number of Orang Asal/Asli settlement that still refuse to ept and agree to the terms which has been proposed by TNB. Can we know what was the reason for such greement, what compensation has been given and what was TNB commitment to ensure that their rights protected and compensated well?
Α_		Cou • Give	Case Update - The status of the IRB case remains unchanged. It is currently pending a decision at the Federal rt, and as such, it remains within the legal process. n that the matter is still under judicial consideration, we believe it is not appropriate to comment further at this e. TNB respects the ongoing legal proceedings and will continue to uphold due process.

• The Management will keep the shareholders informed and provides updates as and when there are developments or the final judgment from the Federal Court.



NAME :		DR. ISMET YUSOFF (Chief Executive Officer, MSWG)			
A : .	ratio It's in cost withi The f The f The c early The s has k This i plant In su rate t	d on TNB's 2024 financial performance, the company has successfully reduced its debt, improving the gearing to a healthy 48.7%, down from previous levels. During 2024, TNB reduced its debt by nearly RM4 billion. nportant to highlight that approximately 95% of TNB's debt is at fixed interest rates, with an effective borrowing of around 4.8%, reflecting very competitive financing terms. Regarding credit ratings, TNB expects an upgrade n the year and aims to maintain a strong and healthy credit profile. Management monitors the optimal gearing ratio closely, targeting to keep it below 50-55%. At the current rating, may raise financing when needed at favourable rates. company continually evaluates refinancing options, carefully considering market conditions, any premiums for debt retirement, and potential impacts on the profit and loss statement. shareholders are assured that TNB remains focused on optimizing its gearing and reducing debt, a strategy that been consistent over the past two years. improved financial position provides greater flexibility to support the significant capital expenditure and initiatives need for Regulatory Period 4 (RP4). mmary, TNB's current debt levels are healthy, borrowing costs remain competitive, and with most debt on fixed-terms, the company is well protected from interest rate volatility. ICPT from the Government.			



NA	ME:	DR. ISMET YUSOFF (Chief Executive Officer, MSWG)
<b>A</b> :	the • A c cor • The cor to b • Cor pla	<b>I:</b> nggiri Project - TNB has been actively engaging with key stakeholders, including the Kelantan State Government and Department of Orang Asli Development (JAKOA), in relation to the Nenggiri project. compensation and settlement package, comprising both cash and in-kind components was agreed upon by nmunity representatives and officially endorsed by the State Government in September 2021. Anagement reaffirmed that TNB is committed in supporting the community before, during and after the plant instruction. Cash compensation for buildings, structures, regulatory allowances, and kitchen essentials is expected be completed by the relocation target date of March 2026. Instruction of resettlement housing is ongoing, and future income-generating opportunities, such as community intations are also being planned to support long-term livelihoods. B believes the situation remains well-managed with strong support from JAKOA and the State Government.



NAME :		RAYMOND SOH KOK CHONG
<b>Q</b> :	<ul> <li>Tariff Electricity is very high, what are the plans from TNB to lower the rate?</li> <li>How do hydrogen powered car impacted TNB?</li> <li>How do TNB helps the owner in making sure the tenant pay on time? Appreciate if TNB can h supply in time.</li> <li>Smart Meters - There is no disconnect remotely? Since it is smart.</li> </ul>	
<b>A</b> :	Bo co Ar el th In co H Co H te	e would like to highlight that the electricity tariffs component is largely driven by fuel costs, primarily gas and coal. both coal and gas are sourced from the international market, and their prices fluctuate based on global market bonditions. mong the two, coal is generally the more cost-effective option for power generation. In fact, approximately 70% of the ectricity tariff is influenced by fuel prices, meaning any increase or decrease in tariff rates is closely tied to changes in ese fuel costs. comparison of tariffs across ASEAN countries, Malaysia's electricity tariff remains on the lower end. This option provides useful context and is supported by public available data that can be accessed online. ydrogen vs. Electric Vehicles (EVs) - The discussion around hydrogen and EVs involves both technological and opmercial considerations. At TNB, we believe that both have a role to play in advancing green mobility in Malaysia. ydrogen is likely to be better suited for large-scale transportation needs, such as heavy-duty vehicles and industrial oplications, while EVs are more practical for passenger cars and urban transport. Looking ahead, we see these chnologies as complementary rather than competing solutions, each contributing to a comprehensive and ustainable green mobility ecosystem.



NAM	1E :	RAYMOND SOH KOK CHONG
<b>A</b> :	cust or a • Whi cust land full f • To p to b • Add our app • Our the f	: ification on Landlord and Tenant Responsibilities for Electricity Accounts - The relationship between TNB and its tomers is based on the name registered on the electricity account, regardless of whether the individual is a landlord tenant. le ownership of the property defines the landlord-tenant relationship, for TNB, the party listed as the registered tomer is legally responsible for all electricity charges. If the electricity account is under the landlord's name, the flord is liable for all associated charges. Conversely, if the tenant is the registered customer, the tenant assumes responsibility for payment. rovide greater clarity and transparency, TNB allows both the property owner and the registered electricity customer e identified in our system. itionally, the landlords may monitor electricity usage, even when the account is under the tenant's name through MyTNB digital app. This helps the landlords stay informed while placing the billing responsibility with the ropriate party. advice to landlords is to register the electricity account under the tenant's name whenever possible. This ensures tenant is accountable for the bill, while the landlord retains visibility through MyTNB app. We believe this approach rs a fair and practical solution (win-win situation) for both parties.



NAME :		RAYMOND SOH KOK CHONG
A	feat • We med cou • As s hou • Unt	: art meter technology does enable remote disconnection capabilities. However, TNB presently has not activated this ure due to several important considerations. recognise that certain premises may house vulnerable individuals, such as the elderly or those dependent on dical equipment that requires continuous electricity supply. In such cases, an unintentional remote disconnection ld have serious consequences. such, we are working closely with the regulators to develop a robust and responsible framework that ensures no sehold is adversely impacted by remote disconnection. il such system is in place to safeguard these sensitive situations, remote disconnection will not be implemented. Fremains committed in balancing technological advancement with customer welfare and safety.



NAM		IE:	MANOHARAN A/L PACKIAM PILLAI
Q	:		city Theft - TNB is still using enforcement to prevent electricity theft. What are the other new strategies NB to prevent such theft as well as reducing technical and non-technical losses?
A	:	<ul> <li>First case and</li> <li>Seco verif inve</li> <li>Thes tech</li> </ul>	e are two key components in addressing electricity theft: detection and enforcement. Aly, TNB leverages on relevant advanced digital technologies, including data from smart meters, to detect potential es of electricity theft. The smart meters play a crucial role by providing real-time data that enables detailed analysis early identification of irregularities. Dondly, the enforcement remains essential. Once a potential case is detected, our personnel are deployed on-site to by the situation and take necessary action, such as removing or replacing meters and initiating further stigations. See two components: technology-driven detection and human-led enforcement, work hand in hand. While inology significantly enhances our ability to detect theft efficiently, physical site visits are still required to validate ings and ensure proper enforcement.



NAME :		IE:	YAP KIM TONG		
Q	:	<ul> <li>the</li> <li>Old</li> <li>Ring</li> <li>case</li> <li>Hab</li> <li>devo</li> <li>Nuc</li> </ul>	er generated by the power station that not taken up by the consumer - How much are wasted? What is relationship of TNB with the IPP under the new Government? Is the agreement still going on? machinery for power plant - Is there any plan to replace them? Which technology will TNB use? let Dam in Cameron Highland - What is the status of compensation to the affected ones. Has the court been settled? u Lake - What is TNB doing to improve the lake quality and the environment due to the land elopment? lear Power - Outlook in using nuclear as part of generation mix?		
A	:	(IPPs) the disp • Addi ener gene • This	er current Power Purchase Agreements (PPAs), the previous "take or pay" model for Independent Power Producers a) has shifted towards a merit order dispatch system. In this arrangement, power generation is prioritized based on efficiency and cost-effectiveness of each plant. This means that the plants with the lowest generation costs are atched first, ensuring that the most efficient and economical generators are used at any given time. tionally, renewable energy (RE) sources are given priority in the dispatch order to support green and sustainable gy initiatives. In summary, renewable energy is dispatched first, followed by generation from IPPs and TNB erators based on least-cost and efficiency criteria. approach supports a more sustainable energy sector by promoting the use of cleaner, cheaper power sources and uring cost-effective generation.		



NAME	:	YAP KIM TONG		
A : .	Origi effici Give also cour Hydr and are n com	ay's power generation technology primarily originates from Europe, the United States, and Japan. The leading inal Equipment Manufacturers (OEMs) are from these regions and their technologies are selected based on iency, cost-effectiveness, and proven reliability. In the complexity of power generation systems, it is critical to choose technologies that are not only efficient but highly dependable. For this reason, we prioritize established and reputable generator technologies from these ntries to ensure consistent and reliable power generation performance. The Stations in Ringlet and Habu: TNB is fully aware of the situation involving the hydro stations in Ringlet and Habu is actively engaging with the relevant authorities regarding the environmental impact in Cameron Highlands. We maintaining close communication to explore solutions that address both the impact on our power stations and the munities. In regards to the claims related to past incidents, the matter is currently under legal proceedings and awaiting the decision from the Court of Appeal. TNB will fully comply with the Court's decision once it is delivered.		



NAM	IE:	YAP KIM TONG		
<b>A</b> :	by th We Cou TNB Rail ECR hour This of ra	<ul> <li>views nuclear energy as a potential option for future clean energy generation. As always, we will be stand guided he Government's policy and position on nuclear power in Malaysia.</li> <li>remain committed to engage with relevant stakeholders to further explore this opportunity, in line with the intry's long-term energy transition goals.</li> <li>B is ready to support the deployment of high-speed rail in Malaysia. Currently, TNB is contributing to the East Coast Link (ECRL) project, which connects Gombak to Kelantan, by developing 12 substations along the route. While the RL may not qualify as full high-speed train, it significantly reduces travel time, completing the journey in just four</li> </ul>		



NAME :				LINDA RAMLEE		
Q	:	•	for t payr rega cust I fou So I imag	app currently is very bad, especially regarding the payment, sometimes we have to wait until 24 hours the payment to be reflected and if we make the second payment for the unsuccessful transaction, that ment later will be redundant. So, it is very ridiculous for such a big company to face such problem ording the payment issues since the revenue of TNB comes from the payment of our customers. If the omers become frustrated with the app it will reflect your revenue. und that some vendors appointed by TNB are your not paying the EPF contribution for their staff. really hope that TNB will take further action maybe to select the right vendors as the vendors carry TNB's ge. Because EPF is very essential for us, if the company takes a few months to pay the EPF for their staff, it ard for them to make loan or etc.		
A	:	•	in mo Base notif That	NB App provides User Experience Feedback. Our team will follow up with Ms. Linda to understand your experience ore detail. ed on our records, your case does not reflect the typical experience of most myTNB app users. Generally, payment fications are received within five (5) seconds of transaction completion. being said, we highly appreciate your feedback and will work closely with you to investigate and resolve any issues red to the app's payment function.		



NAM	ME :	LINDA RAMLEE
<b>A</b> :	• + a • V • I	<b>t'd:</b> /endor issue – EPF Related Concerns - We acknowledge and appreciate the feedback shared on this matter. Iowever, it's important to note that the obligation to pay EPF contributions lies with the respective company or vendor, nd TNB typically does not have direct visibility or control over this matter. Ve are firmly committed to upholding fairness and transparency in all our business dealings. i further details may be provided, we will do our best to look into the matter and provide assistance where possible, <i>v</i> ithin the boundaries of legal and regulatory requirements related to EPF contributions.



NAM		IE:	REDHUAN KENG B. ABDULLAH
Q	:	ls it pra	actical, feasible and profitable to generate solar energy under Malaysian Grid line?
A	:	insta It's i large How carri In su more	recognises the potential to utilise land beneath the transmission grid, but the feasibility and profitability of alling solar panels in these areas must be evaluated on a case-by-case basis. mportant to note that the right-of-way under transmission lines is typically narrow and may not be sufficient for e-scale solar farms. /ever, we have observed promising outcomes from agricultural activities conducted under the grid. These ventures, ied out in accordance with established guidelines, have proven to be both successful and profitable. ummary, while solar installations may be feasible in certain cases, agriculture currently presents a clearer and e viable business opportunity for land use beneath transmission infrastructure, but it has to be evaluated on case- ase basis.



NAME :		E :	CHARLIE SHAK KUM CHOY	
Q	:	<ul> <li>Page 316 IAR - R &amp; D, increase from RM121 to RM181 million. Exactly RM60 million. Can the Board elaborate the increase and involve which sectors? Is TNB university in Bangi (UNITEN) funded with any from RM181 million?</li> <li>Winding up of subsidiary. Page 238 IAR - RM134.7 million vs page RM316 IAR - RM154.7 million. Why is there RM20 million variance?</li> <li>Inheritance - Electricity Deposit will give to who?</li> <li>Page 334 IAR - Revenue by country vs non-current asset deployed. UK 13%, Ireland 9%, Australia 1%, the three countries will TNB dispose the low performance with big asset deployed investment? Or TNB reciprocate interest with the three countries . Please elaborate. Any sentimental issue?</li> </ul>		
A	:	cont soci • Acco cont ener for fr • Thes	TEN is a wholly owned subsidiary of TNB and it serves several strategic purposes. One of its key objectives is to cribute to nation-building by developing skilled talent for the energy sector. This aligns with TNB's broader corporate al responsibility (CSR) commitments to the country. Fordingly, TNB provides financial support to UNITEN to help achieve these objectives. Beyond financial cributions, we also collaborate with UNITEN in the area of research and development, particularly in fundamental gy-related research. The outcomes of this research are utilised by TNB in the development of specific technologies uture market deployment.	



NAM	<b>E</b> :	CHARLIE SHAK KUM CHOY
<b>A</b> :	subs page It is i The be a With curre We a is to	noted on the Notes in the Account pertaining to the RM20.6 million variance related to the winding up of sidiaries. The amount is referred to as the Non-Controlling Interest (NCI) reserve movement, which is reflected on a 238 of the financial statements. Important to note that this is purely an accounting treatment and does not impact the Company's Profit and Loss. variance arises as part of the accounting process during the winding up of subsidiaries and therefore, should not cause for concern. In regard to the questions raised on the TNB app and account relationship management, we acknowledge the ent challenges, particularly in handling change of tenancy cases involving deceased account holders. Appreciate the feedback provided and will take it into account as we work towards improving the process. Our aim ensure that such tenancy changes, especially those involving mass cases, can be handled more efficiently and in hely manner.



### NAME :

### **CHARLIE SHAK KUM CHOY**

#### Cont'd:

- With regards to the question on TNB's overseas investments, it is important to note that our international asset portfolio is currently at an early stage. Our strategy envisions a gradual venture into these assets over the next 4 to 5 years.
- As seen in the balance sheet, the total asset base includes several projects which are still in development, which is why the revenue contribution at this point remains relatively low.
- As highlighted by the P/CEO, only a small portion of our international assets are currently operational and generating revenue. A significant number of projects are still in the pipeline. For example, in Australia, we presently operate 102MW of solar capacity, with an additional 1 GW of operating rights recently awarded for development over the next 2 to 3 years.
- This stage represents a strategic investment in future growth. It is the right time to acquire and develop international assets, particularly in the renewable energy sector.
- As mentioned earlier, we are targeting the development of 13.3 GW of renewable energy capacity by 2050, which aligns with Malaysia's national aspiration to achieve net zero emissions by that year.
- The rationale for our international expansion includes not only revenue generation beyond Malaysia but also technology transfer and capability building.
- These global ventures allow us to bring back knowledge and expertise to strengthen our domestic renewable energy landscape.
- While this is a long-term strategy and we are currently in the early phase of investment, all overseas assets are subject to rigorous evaluation by the Board Finance & Investment Committee. We will thoroughly assess key metrics, including equity internal rate of return (IRR), to ensure that these investments support sustainable and profitable long-term growth for TNB.