

# SAFEGUARDING THE INTERESTS OF LOW ELECTRICITY USERS

The government is committed to ensuring uninterrupted and sufficient electricity supply for all Malaysians. For that purpose, it has introduced the Incentive Based Regulation (IBR) to regulate the electricity supply industry. The government is also striving to safeguard the welfare of the low-income group so that they can enjoy a comfortable life.

Low-income earners usually use not more than 300kWh of electricity a month. It is estimated that 4.45 million or 65% of residential customers in Peninsular Malaysia fall into this category. They are exempted from paying any Imbalanced Cost Pass Through (ICPT) surcharge. This clearly shows that the ICPT and IBR mechanisms have been carefully formulated to take into account the people's interests.

Additionally, customers with electricity bills of less than RM20 a month get free electricity supply. The government has allocated RM150 million in subsidies annually to enable the people of Peninsular Malaysia, Sabah and Sarawak to enjoy this benefit.

## WHO ARE EXEMPTED FROM ICPT CHARGES?

Residential customers with usage of 300kWh and lower

