

(FAQ) ON DISCONNECTION OF SUPPLY

QUESTION		ANSWER
1	How does TNB inform customer if there is a disconnection notice for a particular premise?	<p>Customer will receive the disconnection notice through their monthly electricity bill with the following status stated in the yellow box (top right of the bill):</p> <p style="text-align: center;">Outstanding payment Refer Disconnection Notice Below</p> <p>The full description of the disconnection notice is included at the bottom of the electricity bill.</p>
2	When will TNB perform the disconnection at the premise?	Once customer received a disconnection notice customer is required to make payment arrears which is stated in their monthly bill no later than seven (7) working days from the date of notice issuance. TNB can carry out the disconnection based on the dates specified in the disconnection notice.
3	When TNB can disconnect my supply?	TNB will not disconnect supply on weekends or any public holidays.
4	Can a customer request for an installment plan to clear the outstanding payment?	Yes, you can make separate arrangement at the nearest kedai tenaga or call TNB Careline 1-300-88-5454 before the disconnection is carried out by TNB. However, this is subject to terms and condition.
5	When the disconnection is carried out, how will TNB inform customers?	TNB will hand over letter of disconnection of electricity supply to customer or at premise.
6	Who will conduct the disconnection of supply at premises?	Disconnection will be carried out by TNB personnel or contractors officially appointed by TNB.
7	Will TNB conduct disconnection at premises for Monthly minimum charges (MMC)?	Yes. Disconnection will take place if it exceeds the amount threshold set by TNB.

8	What is the act that TNB is allowed to perform disconnection of supply?	It is covered under Electricity Supply Act and License Supply Regulation.
9	Based on what terms, TNB can perform disconnection of supply?	<ol style="list-style-type: none">1) There is an outstanding bill2) Outstanding bill is more than deposit3) Court order or any order of authorities4) Request of the account holder