

### (FAQ) RE-CONNECTION OF SUPPLY

| QUESTION |  | ANSWER   |
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| 1        | When will the re-connection of supply after bill payment is made?  | Your electricity supply will be reconnected on the same day if full payment of all TNB bills in arrears are made before 1.00 pm. Supply will be reconnected within 24 - 48 hours if payment is made after 1.00 pm. |
| 2        | If my meter has been removed, but I have made full payment. When can my supply be reconnected?                           | This will be considered as new supply application and the reconnection will be based on the standard operating procedures.   |
| 3        | What is the minimum payment accepted to reconnect my supply?   | Full payment is required before re-connection of supply.   |
| 4        | If reconnection of supply was not successful, when will the reconnection of supply will be made? (E.g locked gates, etc) | Customer is required to set a different timing to ensure reconnection of supply is successful.   |
| 5        | Do I need to be at the premise for TNB to reconnect my supply?   | Not necessary. Customer just need to ensure TNB is given permission to access the meter or premise.  |
| 6        | Once I make the full payment, what do I need to do to reconnect my electricity supply?                                   | Once the full payment has been made, customers is required to call TNB Careline on the arrangements for re-connection of supply and confirmation of payments.  |
| 7        | Who will conduct the reconnection of supply at my premise?   | Reconnection will be carried out by TNB personnel or contractors officially appointed by TNB.  |