

Headline	Analysts: TNB giving value-added services to meet rising		
MediaTitle	The Star		
Date	01 Nov 2018	Language	English
Circulation	201,943	Readership	605,829
Section	SMEBiz	Page No	4
ArticleSize	214 cm ²	Journalist	LEONGHUNGYEE
PR Value	RM 16,269		



Analysts: TNB giving value-added services to meet rising expectations

By **LEONG HUNG YEE**
hungyee@thestar.com.my

KUALA LUMPUR: Tenaga Nasional Bhd (TNB) is giving value added services to meet rising customers' expectations amidst technology disruptions and the need for efficiency in energy usage.

Analysts said although Malaysia has one of the lowest electricity tariffs in the region, the public is now more energy conscious with stronger tendency for green energy.

At present more than half of Malaysia's electricity is generated from coal. Around 70% of that coal is purchased from Indonesia, with the remaining requirements sourced from Australia, South Africa and Russia.

At the time that imbalance cost pass-through (ICPT) mechanism was introduced,

coal prices were at roughly RM250 per tonne. At the start of 2018, the price of coal had reached over RM370 per tonne. That means prices have risen by 47% over that period of time.

Since the implementation of ICPT in 2014, consumers have enjoyed RM6.3bil in rebates. But the system is designed to provide flexibility as global fuel prices change, and hence consumers may need make behavioural adjustments to tackle that challenge.

Apart from promoting energy efficiency via campaigns, the utility company also provide a number of solutions and services including home energy report (HER) and energy efficiency audit to help monitor their monthly electricity bill.

TNB said the Home Energy Report provide consumers with more information about

energy use, so that they can make informed choices and control your energy bills.

The report offers a personalised and in-depth tips to help them to save more energy on the specific appliances or item.

For the HER pilot programme that ran from July 2015 to June 2016, TNB said total of 13,979MW hours of electricity were saved with an estimated RM5.38ml in bill saving.

TNB's subsidiary, TNB Energy Services Sdn Bhd (TNBES) has also launched "maevi", an online energy monitoring system which enable customers to monitor electricity bill, automate appliances and keep their home safe with maevi security features.

Maevi is expected to enhance awareness and encourage customers to use electricity efficiently through real time monitoring of electricity consumption, energy cost calcula-

tion of electrical appliances and notification when consumption exceed targeted bill.

"The system, another beyond meter product by TNB, is a home energy management system which complements the HER, an energy efficiency (EE) program that aims to engage and empower domestic electricity customers to manage their home energy use and save money on their monthly electricity bills," TNB said.

Separately, through its renewable unit TNB plans to offer financing self-generation packages for solar photovoltaic (PV) panels for residential customers by year end as the demand for green energy climbs.

These packages will be offered by TNB Renewables Sdn Bhd's unit GSPARX Sdn Bhd which has started offering packages to commercial and industrial customers.