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New TNB bill format more transparent

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TNB bills get **makeover** with detailed cost breakdown

KUALA LUMPUR: Tenaga Nasional Berhad (TNB) customers can now scrutinise their electricity usage with a new and more detailed bill format following the implementation of a new electricity tariff structure recently announced by the Energy Commission.

The new format, implemented in line with the government-approved Incentive-Based Regulation (IBR) mechanism under Section 26 of the Electricity Supply Act 1990, aims to enhance billing transparency and enable customers to better

➤ Revised format and tariff structure designed to enhance transparency, boost customer awareness, enable them to better understand electricity charges and manage monthly usage

understand how their energy usage translates into cost.

According to TNB's official myTNB website, customers will receive bills that include a

breakdown of three main components: generation charge, network charge and retail charge, reported Bernama.

"Generation charge covers

fuel costs, generation capacity and global fuel price adjustments. Network charge involves operational costs for transmission and supply system maintenance, while retail charge includes customer service, billing and account management costs," the website said.

The detailed billing format is designed to enhance transparency and enable customers to better understand the structure of their electricity charges.

The website said the move will allow customers to track and analyse every sen spent on their electricity usage, empowering them to make more informed decisions on daily energy management.

For the July bill, customers will receive a transitional bill reflecting two sets of usage charges for different periods - up to June 30 for charges calculated under the old tariff and from July 1 for charges on the new tariff structure.

"The July 2025 transitional bill will be available within 24 hours via the myTNB app and portal, while printed bills will be delivered within seven working days from the meter reading date," the website said.

To ensure transparency and clarity for customers, TNB will issue a verification slip from the meter reader to confirm that meter readings have been done.

From next month onwards, all customers will begin receiving monthly bills under the fully revised format.

Additionally, to help users adapt to the changes, TNB has provided an online electricity bill calculator on its website to enable customers to estimate their bills based on usage and the new tariff rates.

For more information, visit www.mytnb.com.my/tariff or contact TNB CareLine at 1300-88-5454 or visit any Kedai Tenaga branch nationwide.



A consumer comparing the current format with the new detailed billing, which is available on myTNB app and portal.

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