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TNB customers to get pro-rata credit in October bills



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KUALA LUMPUR: Tenaga Nasional Bhd's (TNB) customers who use up to 800 kilowatt-hours (kWh) of electricity per month will receive a pro-rata credit for the September bill adjustment, which will be credited directly to their October 2026 electricity bills.

This follows the government's Sept 17 announcement on its move to raise the domestic customer protection threshold from 600 kWh per month to 800 kWh per month.

"With this, domestic customers with monthly consumption of 800 kWh or less

from Sept 1-Dec 31, 2026 will enjoy full exemption from the automatic fuel adjustment (AFA) charge, the RM10 retail charge and the eight per cent Service Tax.

"The adjusted amount will be shown on customers' bills under the descriptions 'BILL ADJUSTMENT (SEPT 2026)' and 'SERVICE TAX ADJUSTMENT (8.0 per cent) (SEPT 2026)'," TNB said in a statement on Friday.

At the same time, TNB advised customers to practise energy efficiency measures to maximise savings.

It added that customers should monitor their daily consumption through the myTNB app to keep usage below 25 kWh and set an Energy Budget below RM328 (for premises equipped with smart meters).

"Customers should also practise energy efficiency tips by setting the temperature between 24°C and 26°C and using the timer function, as well as consider the Time-of-Use (TOU) scheme to shift the use of high-powered electrical appliances to off-peak hours," it said. —Bernama