

Headline	myTNB app benefits consumers		
MediaTitle	New Sunday Times		
Date	08 Apr 2018	Language	English
Circulation	74,711	Readership	240,000
Section	Local News	Page No	9
ArticleSize	628 cm <sup>2</sup>	Journalist	T.N. ALAGESH
PR Value	RM 64,695		



# myTNB app benefits consumers

T.N. ALAGESH  
AND RAJA NORAIN  
HIDAYAH RAJA ABDUL AZIZ  
Kuantan  
news@nst.com.my

**P**AYING your electricity bills on a mobile device is just a click away with Tenaga Nasional Bhd's (TNB) latest one-stop myTNB mobile application, which now offers greater convenience to customers.

The smartphone application, which was introduced last month, will allow users to access their account information, pay bills and monitor their power consumption trend, which will be introduced in stages.

The app was launched by Energy, Green Technology and Water Ministry secretary-general Datuk Seri Dr Zaini Ujang earlier this month.

The response to the app has been encouraging, with more than 30,000 downloads since its introduction.

Zaini said the app allowed a user to view their energy consumption dating back six months, and monitor unlimited accounts.

He was speaking to reporters after a National Transformation 2050 (TN50) dialogue and Sustainable Development Goals 2030 (SDG2030) session at Universiti Malaysia Pahang (UMP),

where he also presented the Green Technology Master Plan 2017-2030.

Present was UMP Vice-Chancellor Professor Datuk Dr Daing Nasir Ibrahim.

TNB's Senior General Manager (Customer Service) Ir. Kamaliah Abdul Kadir said the app, which was launched this month, was an updated version of an existing application which is much more user-friendly and has received positive feedback from consumers.

"An account holder who is paying the electricity bills for his or her parents who live elsewhere can now do so using the system and landlords can even monitor whether tenants are paying their electricity bills on time using the same application.

"Customers can enjoy real-time transactions and will be notified when payments are made. They will get notifications on a weekly basis."

She said consumers could save their credit card details for faster in-app payment options and this was also a faster way to submit feedback for bill related matters.

Kamaliah said TNB was also in the midst of replacing the traditional



Energy, Green Technology and Water Minister secretary-general Datuk Seri Dr Zaini Ujang (right) launched the myTNB app after speaking at a National Transformation (TN50) dialogue session at Universiti Malaysia Pahang (UMP) last month.



meter to a smart meter, an electronic device that records consumption of electric energy in intervals of an hour or less.

"Once the smart meter is implemented nationwide, the device will allow customers' to manage their daily usage and help them save their electricity bills.

"Consumers can compare their electricity usage daily and compare their usage trend in case they host any events at their home."

The current traditional meter will only allow customers to receive their physical bill at the end of the month and they will not be able to access real-time information on their power usage, as well as monitor the usage pattern," she said.

Meanwhile, Zaini said the smart meter installation at housing units nationwide



A TNB employee explaining about the benefits of the myTNB app to UMP students.

will ensure myTNB will become more efficient.

"A total of 1.5million smart meters will be changed across the country in phases by December 2020. This will allow consumers to check their bills on a daily basis. This is a good initiative by TNB, which will certainly benefit consumers for long term," he said.

Zaini said society could play an

important role just by making small changes in ensuring sustainable living, which was key to realising the nation's goal of capping its annual carbon emission.

"Everyone can play a minor role which will certainly go a long way... This includes walking to nearby places. For example the mosque, or changing the lights in our homes to energy saving bulbs," he said.



Paying electricity bills is only a click away with the myTNB app.