

Headline	TNB`s mobile app registers almost 50percent new users		
MediaTitle	The Malaysian Reserve		
Date	08 May 2020	Language	English
Circulation	12,000	Readership	36,000
Section	Corporate Malaysia	Page No	7
ArticleSize	364 cm ²	Journalist	N/A
PR Value	RM 11,505		



TNB's mobile app registers almost 50% new users

TENAGA Nasional Bhd's (TNB) portal and mobile application myTNB recorded almost 50% increase in newly registered accounts since the enforcement of Movement Control Order (MCO) on March 18.

"Newly registered TNB accounts for myTNB had risen by 47.8% to 3.3 million users (2.8 million previously) from March 18 until May 3 as stay-at-home customers take advantage of both the portal and app to do their various TNB-related transactions.

"This is very encouraging and we expect the numbers to continue to rise as we go through the next phase of the MCO," TNB chief retail officer Megat Jalaluddin Megat Hassan said in a statement yesterday.

Besides monitoring and paying their electricity bills, he said myTNB users can also add other TNB accounts and pay electricity bills for their loved ones.

"We urge more customers to start using myTNB as it provides the most convenient way to keep track and continue paying their electricity bills on time at the comfort of their own home.

"Users can also pay their bills without logging in by using the express payment feature on myTNB portal," he explained.

Throughout the MCO period, TNB has suspended physical meter reading and delivery of its bills to premises.

Customers' electricity usage will be calculated based on the previous month's usage (estimate bill). For example, if last month's bill was RM100, the current estimate bill will be RM100 as well.

The tiered discount (between 2% and 50%) that is based on total consumption will be reflected in their estimate bill issued for electricity usage starting last month.

Megat Jalaluddin also advised



Megat Jalaluddin advises TNB customers to make payment promptly instead of waiting until the MCO is over to avoid accumulating overdue bills
Pic by Hussein Shaharudin

customers to make prompt payment for their bills instead of waiting until the MCO is over to avoid accu-

mulating overdue bills. myTNB app provides a safer alternative for 9.28 million TNB

customers to pay their bills as all of its 125 Kedai Tenaga outlets and self-service payment kiosks nationwide are temporarily closed during the MCO period.

The portal is accessible at www.mytnb.com.my and the mobile app is available for free download from Google Play Store and Apple App Store.

It enables customers to pay their electricity bills using online banking, credit or debit cards. Customers can also keep track of their energy consumption, billing and payment history for the past six months.

For customers without Internet connection or smartphones, cash payments can be made at selected outlets such as Pos Malaysia Bhd branches, selected banks and retail outlets such as 7-Eleven, 99 Speedmart, KK Mart, D' Mart and Happy Mart outlets, as well Petronas Kedai Mesra and Shell Select outlets. — TMR

VALUATOR

Company(Brand)	Mention	Tone	ROI
7 Eleven (7 Eleven)	1	0	RM 0
99 Speed Mart Sdn Bhd (99 Speed Mart)	1	0	RM 0
99 Speed Mart Sdn Bhd (99 Speedmart Sdn Bhd)	1	0	RM 0
Apple Inc. (Apple (Mobile / Tablet) - iPhone)	3	0	RM 0
Apple Inc. (Apple)	3	0	RM 0
Apple Smartphone (Apple Smartphone)	1	0	RM 0
Google Inc (Google)	1	0	RM 0
Happy Mart (Happy Mart)	1	0	RM 0
KK Group (KK Group)	1	0	RM 0
Petroliam Nasional Berhad (PETRONAS) (PETRONAS)	1	0	RM 0
PETRONAS Carigali Sdn Bhd (PETRONAS Carigali Sdn Bhd)	1	0	RM 0
Pos Malaysia Bhd (Pos Malaysia Bhd)	1	0	RM 0
PUB - Johor River Water Works (PUB JRWW) (Immigration &	1	0	RM 0
Scope International- Banking News (Scope International- Banking	1	0	RM 0
Shell Malaysia Trading Sdn Bhd (Shell Malaysia Trading Sdn Bhd)	1	0	RM 0
Tenaga Nasional Berhad (TNB) (Tenaga Nasional)	9	0	RM 0