

Headline	One-stop portal will be good for consumers		
MediaTitle	The Star		
Date	08 Jul 2016	Language	English
Circulation	338,368	Readership	1,032,000
Section	Letters	Page No	34
ArticleSize	105 cm ²	Journalist	N/A
PR Value	RM 7,560		



One-stop portal will be good for consumers

I REFER to the report "TNB to launch new one-stop portal for users" (*The Star*, July 4).

It is an interesting and innovative measure to serve customers effectively and sounds like a Hari Raya gift to electricity consumers.

As a consumers' advocate, I welcome the initiative. It will allow TNB's 8.6 million customers to carry out transactions "without borders" and to access all the information they want.

It will also make it more convenient for TNB customers to change tenancy and open or close accounts as they can do this at the click of a button on the one-stop portal.

Consumers can also monitor their power consumption and use other services provided by TNB.

It is indeed a welcome move.

I am happy with the present services of TNB, from the care they show when an electric outage or a breakdown occurs to the speed with which they act to restore the supply. Thank you, TNB.

On the portal, TNB stated that the period taken to return customers' deposits after termination of their accounts will be reduced and the money deposited directly into their bank account.

I hope other agencies, like water and telecommunications, follow TNB's lead in quickly refunding deposits to their former customers.

It took me nearly three months to get my deposit from a phone company, and only after I said I would report them to the press. I hope they act professionally here and have the consumer's deposit returned in a reasonable time, say 10 days.

I'm told the water companies also take a month or more to return the deposit money.

BULBIR SINGH
Seremban