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INTEGRATED ANNUAL REPORT

TNB BANKING ON DIGITAL PRESENCE

Utility plans to start mobility solution for power lines in peninsula by Q3

KUALA LUMPUR

TENAGA Nasional Bhd (TNB) will continue to leverage on technology, offer relevant energy-related services and boost efficiency to improve customers' experience and domestic profitability.

President and chief executive officer Datuk Seri Ir Azman Mohd said the group's activities would be anchored on further enhancing customers' experience through technological means, including improving digital presence.

He said TNB would also be upgrading its contact centres as

part of efforts to serve customers remotely and would be working within and with external partners on energy-related services.

"These services are expected to improve our domestic profitability, while the efficiency of our customers service will be further improved once we complete the separation of our customers service entity in 2018," he said in TNB's integrated annual report.

Azman said the group was also adopting new technologies and approaches for its grid operation and improving its asset management while expanding the use of mobility solutions.

The national utility planned to



Tenaga Nasional Bhd says the group will continue to explore potential international renewables acquisitions in solar and wind generation. MOHD YUSNI ARIFFIN

start mobility solution for its power lines and cable asset management in peninsular by the third quarter of this year.

The mobility solutions for its construction management, substation management, low voltage operations and repairs were targeted for the second quarter of this year.

On TNB's international foray and renewable asset acquisitions, Azman said the group would continue to explore potential international renewables acquisitions in solar and wind generation.

"We have been looking beyond international renewable acquisitions, and have been actively participating in international renewables 'greenfield' bids since 2016," he said.

Azman also touched on the Conference of the Electric Power Supply Industry (CEPSI) that TNB would be hosting, here, in September.

"We are proud to be hosting utility leaders and energy industry experts at the conference, themed 'Reimagining Utility of the Future'. This theme underpins the current reality of how

the electric supply industry is transforming in response to the numerous changes affecting it," he added.

Meanwhile, on the four months ended December 31 last year, chairman Tan Sri Leo Moggie said TNB maintained its stable and sustainable earning trajectory with an operating profit of RM3.15 billion and profit after tax of RM2.74 billion.

TNB board had approved a dividend payout of 21.41 sen per share, equivalent to RM1.21 billion, for the four-month period.