



10 JUL, 2025

App glitch didn't affect bills, TNB confirms

New Straits Times, Malaysia



USAGE DISPLAY FIXED

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PUTRAJAYA: Customers registered with Tenaga Nasional Bhd can now view their electricity usage as the daily and monthly graph display on the myTNB app has been fully restored.

TNB CareLine confirmed the update in a statement posted on its X account, following complaints about a glitch affecting the display of the kilowatt-hour (kWh) usage graph for July.

“The daily and monthly usage graph display is now fully operational.

“We will continue to monitor system performance to ensure a smooth user experience.”

TNB added that the issue did

not affect actual metre readings or customers' final July bills.

The company apologised for any confusion and thanked customers for their patience during the rectification process.

Customers with further enquiries can contact TNB via private message on its CareLine Facebook page, direct message on X (@Tenaga_Nasional), email (tnbcareline@tnb.com.my), or call 1300-88-5454.

TNB had earlier said the issue stemmed from a technical error that led to inaccurate usage graphs for July.

The display was temporarily unavailable while the problem was being resolved.