

Headline	Customers' always come first, says TNB		
MediaTitle	New Sabah Times English (KK)		
Date	10 Nov 2018	Language	English
Circulation	8,784	Readership	26,352
Section	Business	Page No	2
ArticleSize	173 cm ²	Journalist	N/A
PR Value	RM 1,149		



Customers' always come first, says TNB

KUALA LUMPUR: Malaysia leapt nine places to 15th spot from 24th previously among 190 economies worldwide in the World Bank's "Doing Business 2019 Report" last week, a resounding testimony of the on-going reforms in the country.

Malaysia's reforms in the past year covering six areas, including securing electricity, resulted in the dramatic jump for the overall business score.

In the area of getting electricity, the report said Malaysia was now ranked fourth globally, with the cost for businesses to obtain electricity connection in the country being only 26 per cent of income per capita versus an average of 625 per cent in East Asia and the Pacific.

That achievement spoke volumes of Tenaga Nasional Bhd's (TNB) on-going transformation efforts as it strives to enhance its services to customers and the nation as encapsulated by its "Better, Brighter" slogan.

The slogan, in line with the byword that "customers always come first", has seen TNB taking an evolutionary step towards adopting a value-centric approach to provide superior service as it keeps pace with the rapid innovative changes in the energy industry.

Under a strategic plan currently underway until 2025 aimed at constantly keeping customers satisfied, TNB will continuously innovate and tap on technology to shape its future.

The strategic plan aims to enhance TNB's business strategy and practices towards having sustainable development across the value chain – from generation to transmission and distribution (grid) as well as customer service.

"As the industry landscape shifts, we must adapt a value-centric approach to meeting the needs of our customers, including those beyond electricity consumption such as in energy-savings solutions," said TNB President/Chief Executive Officer, Datuk Seri Ir. Azman Mohd in his statement to shareholders for its integrated annual report ended Dec 31, 2018.

The national power utility has so far embraced technology in multiple forms to provide

exceptional care to customers and ensure they get the best and most convenient service possible.

For instance, TNB has extended its services beyond counters (at its own Kedai Tenaga outlets, Pos Malaysia and convenience stores such as 7-Eleven) by having facilities like e-pay, direct debit, Internet banking, payment kiosks and JomPAY.

In addition, TNB now has a portal known as myTNB self-service portal and myTNB app to provide greater transparency and accessibility.

To further enhance its superior quality service, TNB is also upgrading its grid network, which currently spans approximately 22,000 km across the peninsula. —Bernama