

Headline	Tenaga clarifies SOP on meter tampering		
MediaTitle	The Star		
Date	14 Mar 2019	Language	English
Circulation	201,943	Readership	605,829
Section	Metro	Page No	1,6
ArticleSize	363 cm ²	Journalist	N/A
PR Value	RM 58,095		



Letters

TNB clarifies SOP on meter tampering cases in Wangsa Maju >6

Tenaga clarifies SOP on meter tampering

Account holders given explanation on findings

WE refer to *StarMetro's* article, "Shop owners slapped with high electricity bills", published on March 7. We wish to clarify some factual errors in the article with regards to the standard operating procedure (SOP) for meter tampering cases.

Under the SOP, the respective registered account holders are called in for a session whereby explanation and proof of the meter tampering findings are presented by Tenaga Nasional Bhd (TNB) without prejudice.

Detailed explanation on back-billing calculation and back-billing period are also explained and presented during the session.

The account holders are also given the opportunity to make payment in order to reconnect electricity supply that has been disconnected in accordance with the provision of the Electricity Supply Act 1990.

Under the same act, registered account holders are liable for any unpaid bill amount.

In this case, TNB is claiming revenue loss from meter tampering and not charging the registered account holders with high bills indiscriminately.

We highly recommend owners of premises to transfer the ownership of their TNB account/s to their tenants when there is a change in tenancy so that the latter will be fully responsible for any delin-

Shop owners slapped with high electricity bills

By BRENDA CHING and LIM YIN YEN
metrometro@com.my

THIRTY-ONE shop owners were shocked when they were slapped with unpaid electricity bills from Tenaga Nasional Bhd (TNB) totaling between RM200,000 and RM500,000.

The owners, who rented out their commercial premises at Wangsa Maju, Semangli and Serdang housing, were issued back-billed bills after their respective units were raided by TNB on separate occasions since August last year, where meters were found to have been tampered with.

Based on information compiled from various victims, a majority of them were told by their property agent that their tenants were only viewing it for convenient storage purposes and some to provide server services.

"In Wangsa Maju alone, we have eight owners and all eight owners apparently rented out in the same district, who is still contactable and also admitted they slightly tampered with the meter," said one of the victims, W. A. Wong.

will do not have access to their shops because they are always locked and the windows have been painted black.

Another victim, Cheong Hong Lian from Wangsa Maju, said they had lodged three police reports, but to no avail due to lack of proof.

According to the current law, it is only tampering in, and not meter tampering in, and meters can be seized by the authorities by facilitating the electricity bill for up to five years prior to the most recent bill.

"When I went to TNB for an explanation to ask how we still can amount to RM200,000, they said that if I want to know, then I have to find out in court."

"This four does not make sense as I have a right to know how the calculations were done and how far back it has been backdated," he said, adding that he only started renting out his shop in May last year and electricity was not in his shop.

Cheong also requested for a copy of the guidelines taken by TNB during the raid as proof, but was denied this.

Yellow VICTIM, Lim Peng Kiang from Semangli also received a bill amounting to RM200,000, but was unsure how the figure was decided because his shop is only three



Tenaga will legal be owner of victims illegal tampered by the at this, which means - LCP (AST)

to write this issue out of court.

With members left to talk, three victims went to Wangsa Maju MP Zetris Pehuda Di Tin Yee Kian, who urged authorities to take action against the tenants and put out the backdoor.

"It is unprofessional and irresponsible of them to shift the

tampering with the meter," she said.

She also urged TNB would be fair and transparent by revealing how the calculations are done as the current fees are too high.

She further urged that other property owners to take extra precautions when renting out their

MP's office legal team, a case would mean Study 1 action from TNB because of their standard operating

"This will then lead to legal, and the owner will defend the suit and try to prove their reason

quent account/s.

They can do so by filling up a Change of Tenancy (COT) form at the nearest TNB offices or through myTNB Portal at www.mytnb.com.my.

Through the app/portal, customers can connect and view unlimited numbers of electricity bills, allowing them to track electricity bill payments for rented premises, if they prefer not to transfer ownership of account/s via COT.

For more information on COT, customers can contact TNB through our official Facebook page, TNB Careline or call 1300-88-5454.

GROUP CORPORATE COMMUNICATION
Tenaga Nasional Bhd



EMAIL metro@thestar.com.my

MAIL The Editor, Metro Mail, Level 3A, Menara Star, 15, Jalan 16/11, Section 16, 46350 Petaling Jaya.

Letters must carry the sender's full name, address telephone number and signature. A pseudonym may be included. Letters may be edited for clarity, brevity and other requirements.

StarMetro's report on March 7.