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# TNB outlines strategy to improve profitability

It will continue to leverage on technology to enhance service

**KUALA LUMPUR:** Tenaga Nasional Bhd (TNB) will continue to leverage on technology, offer relevant energy-related services and enhance efficiency to further improve its customers experience and domestic profitability.

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

He said TNB would further upgrade its contact centre as part of efforts to serve its customers remotely.

It would also work closely within the group as well as with external partners on the possibility of providing relevant 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 customer service entity in 2018," he said in TNB's Integrated Annual Report (four-month period ended Dec 31, 2017).

Azman said the group was also adopting new technologies and approaches for its grid operation.

TNB would be improving its asset manage-

ment while expanding the use of mobility solutions.

The utility company planned to start the deployment of mobility solution for its power lines and cable asset management throughout the peninsular by the third quarter.

Trials for the use of mobility solutions for the group's construction management, substation management, low-voltage operations and repairs are targeted for the second quarter.

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

"Furthermore, we have been looking beyond international renewable acquisitions and have been actively participating in international renewables greenfield bids since 2016."

Azman also commented on the Conference of the Electric Power Supply Industry in Kuala Lumpur that TNB would host in September.

"We are proud to host utility leaders and energy industry experts to the conference, themed Reimagining utility of the future," he said.



**Azman:** We have been looking beyond international renewable acquisitions and have been actively participating in international renewables greenfield bids since 2016.