

Headline	TNB resolves majority of electricity bill complaints		
MediaTitle	The Star		
Date	14 Jun 2019	Language	English
Circulation	175,986	Readership	527,958
Section	Nation	Page No	7
ArticleSize	94 cm <sup>2</sup>	Journalist	N/A
PR Value	RM 6,768		



## TNB resolves majority of electricity bill complaints

**KUALALUMPUR:** Tenaga Nasional Bhd (TNB) has resolved 85% of the over 18,000 “sky high” electricity bill complaints received from consumers, in April and May.

TNB president and chief executive officer Amir Hamzah Azizan said they would try to resolve the remaining 3,000 plus complaints as soon as possible.

“We saw progress in terms of resolution and are trying to focus to conclude the investigations (regarding the complaints),” he told reporters at TNB’s Aidilfitri open house here.

Asked about the penalty that

would be imposed by the Energy Commission on TNB over the case, Amir said he had yet to look into the matter and declined to elaborate further.

“We must understand what is the real issue and how to monitor, that is my focus.

“Nevertheless, what is important is that we resolve the problems faced by consumers first,” he said yesterday.

He added necessary refunds would be credited into consumer accounts, if investigations concluded there was excess charges. — Bernama