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## TNB to enhance customer service and domestic profitability

### KUALA LUMPUR

TENAGA Nasional Bhd (TNB) will continue to leverage on technology, offer relevant energy-related services and enhance efficiency to further improve customer experience and domestic profitability.

TNB president and chief executive officer Datuk Seri Azman Mohd said group activities would be anchored on further enhancing customer experience through technological means, including improving digital presence.

The group will further upgrade its contact centre as part of efforts to serve customers remotely, and

work closely among the TNB group as well as 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 customer service will be further improved once we complete the separation of our customers service entity in 2018," he said in TNB's *Integrated Annual Report* (four-month period ended December 31, 2017).

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

TNB will improve its asset man-

agement and expand the use of mobility solutions.

There are plans to start the deployment of mobility solutions for its power lines and cable asset management throughout peninsular Malaysia by the third quarter of 2018.

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 of 2018.

Turning to TNB's international foray and renewable asset acquisitions, Azman said the group would continue to explore high-potential international

renewables acquisitions in solar and wind generation.

"We have been looking beyond international renewable acquisitions, and have been actively participating in international renewable 'greenfield' bids since 2016."

Azman also touched on the Conference of the Electric Power Supply Industry (CEPSI) in Kuala Lumpur in September.

"We are proud to host utility leaders and energy industry experts to the conference, themed 'Reimagining Utility of the Future'.

"This theme underpins the current reality of how the electric

supply industry is transforming in response to the numerous changes affecting it," he said.

Commenting on the report, TNB chairman Tan Sri Leo Moggie said the company had maintained its stable and sustainable earning trajectory with an operating profit of RM3.15bil and profit after tax of RM2.74bil, higher than RM1.79bil in the same period last year.

"Our financial results demonstrate TNB's prudent financial management which is supportive of our goals for sustainable growth. It also enables us to continue providing value to our shareholders," he said.