

Headline	Kedai Tenaga to resume operations in stages		
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# Kedai Tenaga to resume operations in stages

Reopening involves outlets and 31 self-service payment kiosks in five states

TENAGA Nasional Bhd (TNB) is resuming operations of Kedai Tenaga progressively from May 12, in line with the government's decision to ease restrictions on the services sector during the conditional movement control order (MCO).

The reopening will involve 47 Kedai Tenaga and 31 self-service payment kiosks in five states declared as green zones by the Health Ministry.

The states are Perlis, Kedah, Penang, Perak (except Sri Manjung) and Kelantan.

The opening date for Kedai Tenaga and self-service payment kiosks in other states will be made known in due course.

Besides paying electricity bills, customers can perform a variety of transactions at Kedai Tenaga, including bill enquiry, payment of other utility bills, application submission for electricity supply, change of tenancy and closure of account.

Kedai Tenaga operation hours are from 9am to 4pm, while the self-service payment kiosks will open from 8am to 8pm.

"All of TNB's Kedai Tenaga have been temporarily closed since March 19 to safeguard the public's health due to Covid-19," said TNB chief retail officer Megat Jalaluddin Megat Hassan.

"Alternatively, our customers can use myTNB portal and app for TNB related service transactions from the comfort of their homes.

"In line with the government's move to ease restrictions on certain sectors during the conditional



Precautionary measures at Kedai Tenaga include wearing face masks, going through temperature screenings, providing contact details before entering the premises, using the hand sanitiser provided and practising social distancing.

MCO, TNB is ready to reopen its Kedai Tenaga in stages.

"Preparations have been taken to comply with the regulations and standard operating procedures set by the government to ensure the safety of our customers

and employees."

The precautionary measures at Kedai Tenaga include wearing face masks, going through temperature screenings, providing contact details before entering the premises for contact tracing purposes,

using the hand sanitiser provided and practising social distancing by sitting or standing at the marked designated areas.

Customers at Kedai Tenaga are advised to adhere to these precautionary measures.

In the interest of other customers and staff, those with symptoms such as fever (temperature higher than 37.5°C), cough, cold and breathing difficulties are advised to stay at home and seek immediate medical attention.

"We are delighted to be back and serve our customers by reopening the doors of Kedai Tenaga," said Megat.

"However, we do hope that our customers will comply with the precautionary measures stated."

Customers who wish to skip the queue at Kedai Tenaga can visit the myTNB portal at [www.mytnb.com.my](http://www.mytnb.com.my) or download the myTNB app for free from Google Play Store or Apple App Store.

Apart from bill payment, they can also perform a variety of other transactions such as bill enquiry,

applying for electricity supply for a new property and disconnecting supply once the property is vacated.

TNB also offers alternative digital payment channels, namely JomPAY and Internet banking.

For customers who wish to pay their bills in cash, they can do so at Pos Malaysia, 7-Eleven, 99 Speedmart, KK Mart, Kedai Mesra Petronas, Shell Select and Ejen Bank Berdaftar BSN outlets.

For each bill paid, customers must keep the receipt as proof of payment.

Megat added that TNB's meter reading operation would resume on a staggered basis from May 15, starting with green zone states.

As such, 7.5 million residential customers will gradually receive their bills with actual readings and they will obtain a copy of their monthly bill via the myTNB portal and app.

For details, call the TNB Careline at 1-300-88-5454 from 8am to 5pm daily or email [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my)

## VALUATOR

Company(Brand)	Mention	Tone	ROI
7 Eleven (7 Eleven)	1	0	RM 0
99 Speed Mart Sdn Bhd (99 Speed Mart)	1	0	RM 0
99 Speed Mart Sdn Bhd (99 Speedmart Sdn Bhd)	1	0	RM 0
Bank Simpanan Nasional (Bank Simpanan Nasional)	1	0	RM 0
Bernama - MREM (Bernama - MREM 6)	1	0	RM 0
Bestinet Sdn Bhd (Bestinet - Industry & Government News)	1	0	RM 0
Covid- 19 - Malaysia (Covid- 19 - Malaysia)	1	0	RM 0
DIGITAL PERAK CORPORATION HOLDINGS	1	0	RM 0
Eastern & Oriental Berhad - Industry News (Eastern & Oriental	1	0	RM 0
FastJobs - Employment News (For Perspective) (FastJobs -	2	0	RM 0
Google Inc (Google)	1	0	RM 0
Jabatan Perkhidmatan Awam (JPA) (Jabatan Perkhidmatan Awam	1	0	RM 0
KK Group (KK Group )	1	0	RM 0
Ministry of Health - Covid (Ministry of Health - Covid)	1	0	RM 0
Ministry of Health (Ministry of Health)	1	0	RM 0
Petroliam Nasional Berhad (PETRONAS) (PETRONAS)	1	0	RM 0
PETRONAS Dagangan Berhad (PDB) (Kedai MESRA PETRONAS)	1	0	RM 0
PLUS - MCO (PLUS - MCO)	1	0	RM 0
Pos Malaysia Bhd (Pos Malaysia Bhd)	1	0	RM 0
PUB - Johor River Water Works (PUB JRWW) (Immigration &	1	0	RM 0
Ramsay Sime Darby Health Care Group (Ministry of Health - Malaysia	1	0	RM 0
Scope International- Banking News (Scope International- Banking	3	0	RM 0
Shell Malaysia Trading Sdn Bhd (Shell Malaysia Trading Sdn Bhd)	1	0	RM 0
Star Reacher - Coronavirus (Star Reacher - Coronavirus)	1	0	RM 0
Tenaga Nasional Berhad (TNB) (Tenaga Nasional )	10	0	RM 0