

SIARAN AKHBAR PRESS STATEMENT

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TNB LEVERAGES ON TECHNOLOGIES TO MAKE BILL PAYMENTS MORE CONVENIENT

Tenaga Nasional Berhad (TNB) is continuously making electricity bills payments easier and hassle free for its 8.4 million customers by leveraging and investing on new technologies as well as securing new partners as payment agents, says Senior General Manager (Customer Service) TNB Distribution ,Ir. Kamaliah Abdul Kadir.

"Our aim is to make TNB's payment channels more accessible so that electricity bill payment can be made anytime, anywhere" she said.

At present TNB has 133 outlets comprising Kedai Tenaga, Urban Transformation Centres (UTC) and other payment agents located in highly populated urban and town areas in the Peninsula.

"We have also installed payment kiosks at our very own Kedai Tenaga which opens up till 10pm but only in selected locations.

"The number of kiosks will be increased to cater for a rising number of customers," disclosed Ir. Kamaliah.

She said payment over the counter is also available in outlets or offices of Pos Malaysia, TM, participating local authorities or state water companies, Bank Rakyat, Alliance Bank, BSN and Agro Bank.

In some banks, TNB bills can be paid via cash deposit machines, Automated Teller Machines (ATMs), Phone Banking or through online banking.

"We provide a variety of convenient payment channels based on different customer segment so that wherever they are, they can pay electricity bills with ease," said Ir. Kamaliah.

"For added convenience, electricity bill can also be paid at 5,552 e-Pay outlets comprising , Kedai Mesra Petronas, selected BHP and Petron petrol stations, Malaysia Building Society Berhad (MBSB) offices, as well as KK, Seng Heng, ESH, Onking, Ayamas, myMydin, mymart, pineapple computer outlets and others.

In addition, electricity bill can also be paid via BSN's network of more than 5,000 Registered Bank Agents that is available nationwide.

"We will strive to introduce more payment channels especially by introducing other online services & appointing additional collecting agents," she added.

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