



21 AUG, 2025

Clarifying the application process for Time-of-Use tariff

The Star, Malaysia



WE refer to the letter “Application process for ToU scheme should be simplified” (*The Star*, Aug 1) by Pola Singh. We appreciate his feedback and understand the concerns raised about the Time-of-Use (ToU) tariff application process.

Launched last month, the ToU scheme was designed to help customers enjoy bill savings if they are able to adjust the majority of their electricity usage to off-peak hours when the rates are lower.

While not all customers may benefit from this structure, those who can adjust their usage patterns by running major appliances during off-peak times and using energy efficient tips may see a reduction in their monthly bills.

Like switching to a new mobile phone plan, shifting to the ToU scheme involves a change in the electricity supply contract.

Under the new tariff structure, when domestic customers switch to ToU, they are replacing the existing general tariff with the ToU tariff.

This means customers are required to formally opt in to

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ensure they fully understand how the ToU structure works, including its benefits and potential implications on their bill.

Since the ToU tariff requires the functionalities of smart meters to provide time-based data, automatic enrolment without customer consent may result in unexpected charges, particularly for those who use more electricity during peak hours (2pm to 10pm, Monday to Friday).

It is worth noting that applying to switch to the scheme involves filling only a two-page form that can be downloaded from Tenaga Nasional Berhad’s (TNB) microsite (www.mytnb.com.my/tariff) in the ToU section.

Alternatively, customers can apply via the myTNB portal, which was made available from Aug 1. This is a more convenient

channel for users who are tech-savvy.

For customers who prefer in-person assistance, they are welcome to visit the nearest Kedai Tenaga for further clarification and advice before switching to the ToU scheme.

A RM10 stamp duty is charged when switching to the scheme as it is a statutory requirement applicable to all contract amendments under Malaysian law.

TNB remains committed to an inclusive, transparent and flexible roll-out of the ToU scheme. Its key features include:

- > Automatic migration for existing users of legacy ToU tariffs (for example non-domestic customers in C2, E2 and F2 categories under the old tariff structure); and

- > The option to revert to the general tariff if customers find the ToU tariff unsuitable.

However, customers will have to incur another RM10 stamp duty.

The scheme is open to all TNB registered account holders, including interested tenants who will have to discuss with the property owner about whom to put the account under, whether themselves or the latter.

TNB remains committed to making this process simpler and more accessible.

We sincerely thank the public for their engagement and suggestions. As Malaysia transitions towards a more efficient and resilient energy future, collaboration between utilities, regulators and consumers is crucial.

For more information on the new tariff structure, visit: www.mytnb.com.my/tariff

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