



22 APR, 2026

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Borneo Post (KK), Malaysia



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KOTA KINABALU: Sabah Electricity Sdn Bhd (SESB) has launched its new application, which is projected to register 350,000 users by the end of this year, and 400,000 users subsequently.

SESB chief executive officer Datuk Mohd Yaakob Jaafar said the development of the MySE+ involved RM6 million.

According to him, SESB currently has around 700,000 subscribers, with 270,000 of them are registered users of the old application, the MySESB, which was made following the Covid-19 lockdown in 2021.

"During the lockdown, among the predicaments faced by the consumers was paying their electricity bills; hence, the development of MySESB.

"The MySESB app would remain functional for the next six months, so as to allow the users migrate to the new application.

"There were constraints in the old system, which has been addressed in the new app, following several enhancements.

"Our aim is to make it an app that everyone needs.

"The MySE+ is simpler, more accessible and more user-



Mohd Yaakob Jaafar (second right) and the SESB team introduce the latest MySE+ app.

friendly," said Mohd Yaakob.

He added that the latest app would help allay customer's frustration.

"During a power outage, for example, consumers can lodge complaints via this app, instead of calling our hotline..

"Moreover, the app is able to provide them with near real-time updates on power restoration."

Mohd Yaakob also said the

users could manage multiple accounts from just one app.

"They can make payments for their own electricity bills, as well as those billed to their shops, their parents, using the same app."

Other key features of the MySE+ include facilitating online payments, managing new service connection online, tracking electricity consumption, and also

providing smart savings insights.

"In the future, new features to be introduced will include self meter-reading reminder, as well as notifications on service application status," said Mohd Yaakob.

The MySE+ app is available for download via both Apple App Store and Google Play Store for iOS and Android devices, respectively.