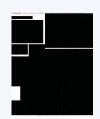


AUTHOR: No author available SECTION: BUSINESS TIMES PAGE: 3 PRINTED SIZE: 786.00cm² REGION: KL MARKET: Malaysia PHOTO: Full Color ASR: MYR 26,127.00 ITEM ID: MY0066790641



29 NOV. 2025

Smarter energy, better well-being

New Straits Times, Malaysia

SUPPORTING NATIONAL WELL-BEING

Smarter energy, better well-being

'Time of Use' scheme enhanced customer savings in TNB's Q3 Result 2025

KUALA LUMPUR

ENAGA Nasional Bhd (TNB) yesterday reaffirmed its commitment to national well-being by emphasising customer empowerment, commu-nity support and long-term energy resilience at the forefront of its pri-

This strong focus on customer-centric infrastructure serves as a key pillar of TNB's transformation, reflecting its broader commitment to service excellence and opera-tional reliability.

More Households Turn to ToU as TNB Enhances Customer-

Focused Energy Solutions In enhancing customer experi ence and strengthening customer empowerment, TNB, in collaboration with the Energy Transition and Water Transformation Ministry (PE-TRA), introduced the ToU domestic product feature at the forefront of

its efforts to help households better

manage and optimise their monthly electricity bills. Since its introduction for domes-tic customers on July 1, ToU has emerged as a key option for Malaysians seeking greater control over their consumption, with a sig-nificant surge in signups and a steady rise in enquiries recorded across various TNB's customer

service channels.

To date, more than 70,000 customers have migrated to ToU, re-

tomers have migrated to ToU, reflecting growing public under-standing of how ToU can be used as a practical tool to manage energy usage effectively.

In tandem with this heightened traction for ToU, TNB is accelerating the expansion of its nation-wide smart meter rollout to equip more homes with precise consumption insights. sumption insights.

To date, a total of 5,081,063 smart meters have been installed, indi-cating a progressive adoption of the

AFA Rebates Continue to

Deliver Significant Household Savings Complementing this, ongoing re-bates from the Automatic Fuel Adjustment (AFA) mechanism contin-ues to support household savings. Since its introduction, customers have collectively enjoyed more than



As Malaysia moves toward a more digital, sustainable and interconnected energy future, Tenaga Nasional Bhd remains committed to delivering reliable service, responsible management and real value to Bhd remains committed to delivering reliable service, responsible manage Malaysians. PIX FROM TENAGA NASIONAL BHD

RM250 million of savings in their electricity bill. AFA mechanism enables immediate cost recovery and enhances TNB cash flow.

Energy Solutions Platform

Gains Traction Across Digital and EV Segments Digital accessibility remains a cornerstone of TNB's strategy, with the myTNB app now adopted by 7.1 million customers or 70 per cent of its customer base.

In parallel with the government's

electric vehicle (EV) roadmap, nationwide expansion of charging fa-cilities is progressing, with 5,109 charge points installed up to September.

Year-to-date, the EV charging network has supplied more than 10 GWh of electricity and generated RM5.1 million in revenue, demonstrating the steady adoption of TNB's charging solutions and the growing demand for robust EV in-frastructure.

'TNB's priority has always been to ensure our customers feel sup-ported, informed and empowered. We will continue to strengthen ev-ery touchpoint — digital, opera-tional and service — with the aim of delivering real value and meaning

president and chief executive officer Datuk Megat Jalaluddin Megat

ficer Datuk Megat Jalatudain Megat Hassan.

"Our commitment is clear and resolute: we will continue to take every necessary step, with discipline and responsibility, to meet evolving customer needs and enhance the overall energy experience for Malaysians."

Supporting Customers With

Strong Operational Discipline
For the nine-months period of 2025, TNB recorded earnings of RM3.2 billion, meeting market expectations for stable performance across the first three quarters.

ters.
This resilience was underpinned by robust electricity demand. stronger sales across key customer segments and reduced net finance

Up to September, demand growth continued to trend upward, with total electricity sales reaching 99,930 GWh, driven primarily by consistent growth in the commercial sector.

TNB's earnings were further supported by a foreign exchange translation gain of RM350 million, driven by the ringgit's appreciation from RM4.471/US dollar in December 2024 to RM4.215/US dollar in September.

This currency movement contributed positively to the TNB's financial position, reinforcing overall earnings stability for the perverall earnings stability for the perveralled earnings stability for the perveralled earnings stability for the perverance of th TNB's earnings were further sup-

overall earnings stability for the period.

Additionally, TNB continues to strengthen grid reliability and cus-tomer experience through targeted investments across maintenance, operational response and digital infrastructure.

In the third quarter, the company invested RM3.1 billion in reliability-focused initiatives, forming part of its cumulative RM8.3 billion yearto-date capital expenditure.

These measures have translated into measurable improvements, with the annualised System Average Interruption Duration Index [SAIDI] improved to 46.65 minutes, from 47.62 minutes previous-

the Community

Between January and September, TNB continued to play an active role in supporting the rakyat's wellbeing through wide-ranging corporate social responsibility commitments, delivering:

- Education Support (RM96 million): Assistance for students through Universiti Tenaga Nasional and Yayasan Tenaga Nasional, re-inforcing Malaysia's future talent
- pipeline.

 Zakat Assistance (RM9.15 million): Distributed to more than 32,000 asnaf beneficiaries for fis-
- abilillah purposes.

 Community Outreach (RM3.81 million): Community assistance reaching nearly 100,000 individuals, including through Better Brighter Shelter and Projek Mesra Rakyat
- Healthcare Initiatives • Heattncare Initiatives [RM518,800]: Medical assistance for 2,825 beneficiaries, including dialysis support via Yayasan Amal Maaedicare and assistance to the National Autism Society of
- Disaster Relief (RM711,250): Emergency assistance for 4,000 in-dividuals affected by floods, storms
- Sports Development (RM8.3 million): Support benefitting 35,138 athletes and enthusiasts, including national hockey programmes.
- Biodiversity Conservation (RM523,565): Coral restoration and ecosystem rehabilitation across Pulau Perhentian, Pulau Redang and Pulau Tioman.

A Commitment to Malaysians

 Today and for the Future
TNB's sustained efforts, driven by disciplined operations, customercentric innovation and continuous investment in national infrastructure, underline the company's mission to serve the rakyat, uplift communities and build Malaysia's energy re-

silience for generations to come.
Together, these milestones re-flect TNB's strong fundamentals, trusted leadership and continued commitment to drive long-term growth while shaping a sustainable and inclusive energy ecosystem.



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