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# TNB to continue investing in new tech for greater efficiencies

TENAGA Nasional Bhd (TNB) will continue to invest in new technologies in its core operations of generation, transmission and distribution to drive greater efficiencies, said its president and CEO Datuk Seri Azman Mohd.

“Our new coal generators are fitted with the latest super-critical boiler technology, while our transmission and distribution divisions are implementing the latest components for

smart grid operations. For example, the distribution automation that we are installing will enable us to reduce losses, locate faults and restore supply more efficiently.

“This pilot infrastructure is planned for implementation in Bukit Bintang, Kuala Lumpur and Bayan Lepas, Penang,” he said in the company’s Annual Report 2013. As a result of the recent investment in technology, Azman said TNB recorded

an impressive System Average Interruption Duration Index of 64.63 minutes per customer per year, which is comparable to the reliability levels of network service providers in developed countries.

Leveraging technology to create greater customer convenience, TNB has introduced *myTNB*, its first mobile application that allows checking of bill information, status of applications and the location of TNB

customer centre. “We are also reaching out to our customers and enabling them to communicate with us via SMS, email or our instantaneous response systems on Facebook and web-chat.”

TNB had also increased the number of payment kiosks at its Customer Service Centres to 30 and 37 new kiosks would be added in the 2014 financial year, said Azman. — *Bernama*