



5 ways to contact us



Call or SMS 15454 for power outage or TNB street light malfunction



Call or fax 1300 88 5454 for billing & account enquiries



www.tnb.com.my > One Stop Engagement Centre



facebook.com/tnbcareline

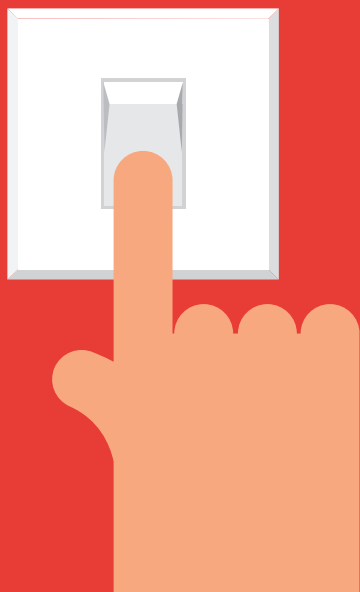


tnbcareline@tnb.com.my

TNB Performance Standards

Better. Brighter.





We're here to make your life brighter.

Tenaga Nasional Berhad well understands how very busy modern life keeps us all, and how valuable even a single moment can be. That's why we are proud to provide a host of convenient services centred on serving your needs as quickly and efficiently as possible. The following pages will highlight in a little more detail exactly how we promise to help you have a more productive day.



Providing your electricity supply in a timely, efficient manner.

Once you have submitted all supply application documents, we will issue a connection charge statement within:

14
calendar
days

14 calendar days for new individual domestic application for single or three phase supply of whole current meter, which requires low voltage installation.

2
months

2 months for developers.

Upon obtaining wayleave, clearance for infrastructure installation and receiving your connection charge payment, we will complete individual low voltage service installation within:

7
working
days

7 working days (overhead line).
A RM50 rebate may be claimed for every non-compliance case.

21
working
days

21 working days (underground cable).
A RM50 rebate may be claimed for every non-compliance case.

4
months

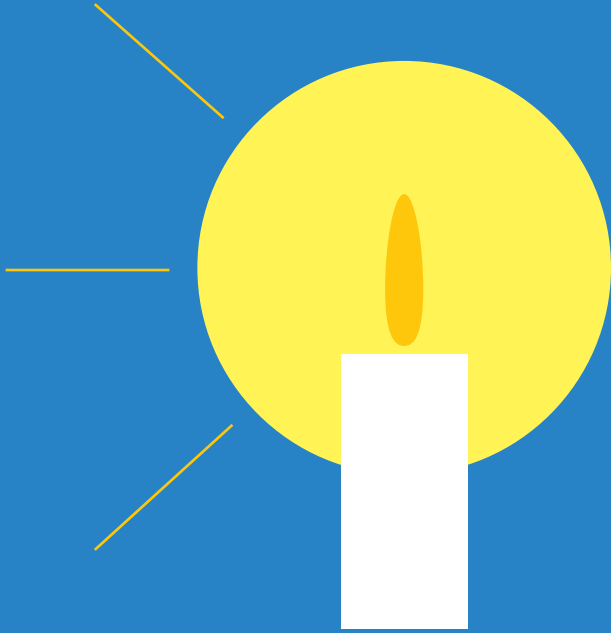
As soon as you have paid the connection charge / performed successful substation handover / ensured site is ready, we are committed to undergo full or partial commission of projects within 4 months for supply up to 33kV (with substation).

5
working
days

Upon payment of your electricity supply deposit, we will install your meter and connect your electricity supply within 5 working days for individual low voltage domestic customers. A RM50 rebate may be claimed for every case of non-compliance.

1
hour

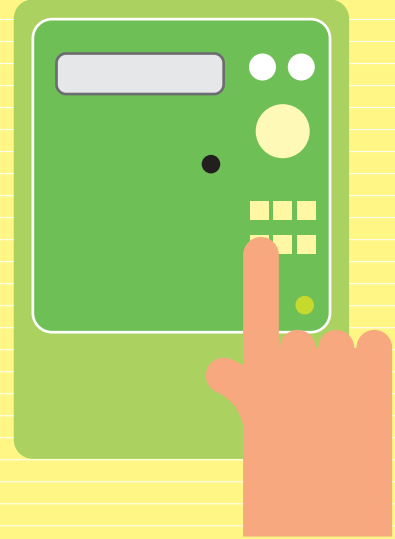
You may make an appointment with our nearest customer service centre to connect your electricity supply and we promise to attend to your request within 1 hour of the time agreed or, in the event of a deferment, to inform you not less than 1 hour before said time.



Notifying you in advance of planned maintenance work.



You may check our website for Power Alert notices which we issue at least 2 calendar days in advance of a planned shutdown.



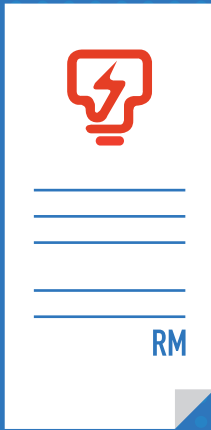
Offering efficient metering services.



Upon request for a meter check and provision of access to your meter panel, we will proceed to investigate any and all meter irregularities within 2 working days.

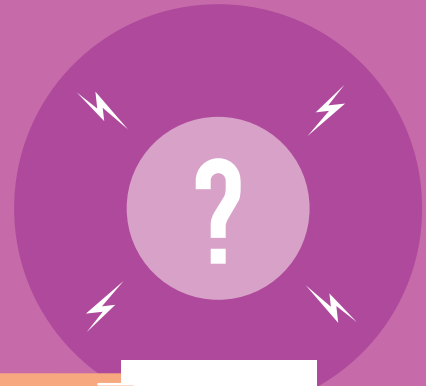


Once an appointment has been made and access to your property assured, we promise to replace/relocate your meter within 3 working days upon completion of our investigation.



Showing you your energy usage with easy-to-read bills.

Please make your meter accessible for reading and we will issue a monthly bill to you.



REBATE

Ensuring an uninterrupted electricity supply at your premises.

**RM
100**

In the event that we wrongfully disconnect your electricity supply, you are entitled to claim a RM100 rebate.



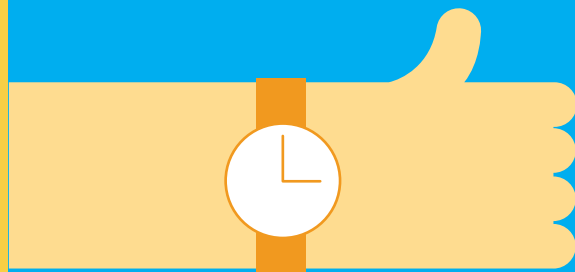
Answering your calls quickly.



Please call 15454 and we will answer any enquiries about interruption of supply within 30 seconds.



Upon request, we will provide initial supply interruption information within 1 hour.



Responding swiftly to your enquiries and concerns.



Kindly take a payment counter queue number with your electricity bill in hand and we will serve you within 20 minutes.



Serving you promptly
at our customer service
centre.

Upon lodging an official complaint with us, we are committed to:

2
calendar
days

Resolve issues related to voltage or limit violation within 2 calendar days.

6
months

Resolve complaints that require network reinforcement within 6 months.

30
working
days

Complete investigation of over-voltage or voltage dip complaints within 30 working days.

7
working
days

Reply to written enquiries or complaints within 7 working days.