



PRESS RELEASE

S.A. 2020/05/37 (HQ)

KEDAI TENAGA TO RESUME OPERATIONS IN STAGES

- Reopening begins with Kedai Tenaga in green zones from May 12th
- Customers are advised to comply with new SOP
- Meter reading to restart from May 15th in stages

Tenaga Nasional Berhad (TNB) will resume operations of Kedai Tenaga progressively beginning May 12th 2020, in line with the Government's measure to ease restrictions on the services sector during the Conditional Movement Control Order (CMCO).

The reopening will involve 47 Kedai Tenaga and 31 self-service payment kiosks in five states declared as green zones by the Ministry of Health. The states involved are Perlis, Kedah, Penang, Perak (except Kedai Tenaga in Sri Manjung) and Kelantan. The opening date for Kedai Tenaga and self-service payment kiosks in other states will be notified in due course.

Besides paying electricity bills, customers can perform a variety of transactions at Kedai Tenaga, including bill enquiry, payment of other utility bills, application submission for electricity supply, change of tenancy and closure of account. Kedai Tenaga operation hours are from 9am to 4pm while the self-service payment kiosks from 8am to 8pm.

"All TNB Kedai Tenaga have been temporarily closed since March 19th 2020 to safeguard the public from the spread of COVID-19. Alternatively, our customers can use myTNB portal and app for transaction of TNB related services from the comfort of their homes," said TNB Chief Retail Officer, Ir. Megat Jalaluddin Megat Hassan.

"In line with the Government's move to ease restrictions on certain sectors during the CMCO, TNB is ready to reopen its Kedai Tenaga in stages. Preparations have been taken to comply with the regulations and Standard Operating Procedures (SOP) set by the Government to ensure the safety of our customers and employees."

The precautionary measures at Kedai Tenaga include wearing face masks, going through temperature screenings, providing contact details before entering the premises for contact tracing purposes, using the provided hand sanitisers and practicing social distancing by sitting/standing at the marked designated areas.

Customers at Kedai Tenaga are advised to adhere to these precautionary measures. In the interest of other customers and staff, those with symptoms such as fever (temperature higher than 37.5 degrees), cough, cold and breathing difficulties are kindly advised to stay at home and seek immediate medical attention.

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“We are delighted to be back and serve our customers by reopening the doors of Kedai Tenaga. However, as we continue living with our new normal, we do hope that our customers will comply with the precautionary measures provided,” added Ir. Megat.

Customers who wish to skip the queue at Kedai Tenaga are welcomed to visit myTNB portal at www.mytnb.com.my or download myTNB app for free from Google Play Store or Apple App Store. Apart from bill payments, they can also perform a variety of other transactions such as bill enquiry, applying for electricity supply for a new property, and disconnecting supply once they have vacated it.

TNB also offers alternative digital payment channels, namely JomPAY and internet banking. For customers who wish to pay their bills in cash, they can do so at Pos Malaysia, 7-Eleven, 99 Speedmart, KK Mart, Kedai Mesra Petronas, Shell Select, and Ejen Bank Berdaftar BSN outlets.

For each bill paid, customers must keep the receipt as proof of payment.

Ir. Megat added that TNB’s meter reading operation will resume on a staggered basis from May 15th 2020 onwards, starting with green zone states. As such, 7.5 million residential customers will gradually receive their bills with actual readings and they will obtain a copy of their monthly bill via myTNB portal and app.

For any other enquiries, customers may contact TNB Careline at 1-300-88-5454 from 8am to 5pm daily or email to tnbcareline@tnb.com.my.

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Caption:



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