



PRESS RELEASE

S.A. 2020/05/38 (HQ)

TNB INTRODUCES EASY PAYMENT PLAN IN POST MCO PACKAGE FOR RESIDENTIAL CUSTOMERS

- Staggered payment until Dec 2020
- Waiver of interest on late payment until 30th Sept 2020
- Suspension of disconnection until 31st July 2020

In a move to further cushion the impact of the COVID-19 pandemic on the rakyat, Tenaga Nasional Berhad (TNB) is introducing a Relief Package for its 7.5 million residential customers that comprise an Easy Payment Plan (EPP), waiver of interest on late payment and an extended halt of disconnection.

“Given the suspension of meter reading and the prolonged Movement Control Order (MCO), we are aware of our residential customers’ growing concern over a possible spike in their bills once the actual meter reading is done,” said TNB President and Chief Executive Officer, Datuk Seri Amir Hamzah Azizan.

“EPP will be available automatically for all residential customers from the first actual monthly bill that they will receive after TNB resumes meter reading operations from 15th May 2020.”

For the record, TNB temporarily halted physical meter reading during the MCO and replaced it with estimated bills based on the previous month’s bill amount. Copies of the estimated bills are readily available through TNB digital channels, namely myTNB portal and app, as well as online banking platforms that customers have registered their bills as a payee.

Meter reading and rendering of bills will resume from 15th May 2020 starting with green zone states (Perlis; Penang; Kedah; Perak, except Sri Manjung; and Kelantan). Customers will gradually receive actual bills where adjustments will be made to the previous estimate bills to reflect actual usage.

“When customers receive their first actual monthly bill, they can opt to either to make full payment or to pay EPP amount. Relevant information will be displayed in the yellow box on the top right-hand corner of the bill.”

Amir explained that the package is an addition to the tiered discount of between 2% to 50% that TNB offers to its customers for electricity usage from 1st April 2020 until 30th Sept 2020, that was also aimed at easing the burden of the rakyat due to the onslaught of COVID-19.

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He disclosed that the waiver of interest on late payment is until 30th September 2020 while the suspension of disconnection activities is until 31st July 2020.

“These three gestures will hopefully, help our customers make the adjustment to the new normal and provide them with a peace of mind to manage their finances,” said Amir.

For further information, customers can contact TNB CareLine at 1-300-88-5454 from 8am to 5pm every day or email tnbcareline@tnb.com.my.

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