



PRESS RELEASE

S.A. 2020/05/45 (HQ)

27 KEDAI TENAGA IN SELANGOR, NEGERI SEMBILAN & KL REOPEN TOMORROW

- Customers can walk in to get info on bill adjustment
- 26 self-service kiosks and meter reading also resume operations

27 Kedai Tenaga in Kuala Lumpur, Selangor and Negeri Sembilan will reopen tomorrow, enabling customers to get detailed explanation about their bill adjustment at the counters.

Customers in Selangor, Negeri Sembilan and Kuala Lumpur will start receiving actual bill tomorrow, following the recommencement of meter reading which has been put on hold since the enforcement of the Movement Control Order (MCO).

More than 3.5 million TNB customers in these two states and Kuala Lumpur will receive their actual bills beginning tomorrow, together with adjustment of their estimated bills which TNB has been providing since March.

Generally, customers can expect their actual bills to be higher than the estimated bills as the bills were based on lower usage in February as compared to the period during MCO.

Throughout the MCO, residential electricity usage surged between 20 and 50 percent as occupants of residential premises stayed at home in adherence to the MCO while employers work from home.

The reopening of Kedai Tenaga will thus make a total of 119 Kedai Tenaga back in operations after being temporarily closed due to the MCO.

Another 26 TNB self-serviced kiosks will also resume operations, hence bringing the number of kiosks that are back in service in the Peninsular to 83.

The resumption of operations of Kedai Tenaga from 9am to 4 pm (except on weekends), TNB kiosk between 8am and 8pm, and meter reading are in tandem with Selangor, Negeri Sembilan and Kuala Lumpur now being categorised as green and yellow zone of the Covid 19 outbreak.

Apart from Kedai Tenaga, TNB customers can also contact TNB CareLine at 1-300-88-5454 on bill enquiries.

Other services that can be transacted at Kedai Tenaga include bill payment, new application for electricity supply, change of tenancy and account closure.

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Meanwhile, operations of 6 Kedai Tenaga at Urban Transformation Centres (UTC) throughout Peninsular Malaysia will only resume on 9th June 2020.

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Caption:



27 Kedai Tenaga in Kuala Lumpur, Selangor and Negeri Sembilan will reopen tomorrow (1st June 2020). In total, 119 Kedai Tenaga resume operations after being temporarily closed since the enforcement of the Movement Control Order (MCO).



Kedai Tenaga implements preventive measures including ensuring customers wear face masks, conducting body temperature check, getting customers' details upon entrance for the purpose of contact tracing, use of provided sanitiser, and getting customers to practice social distancing.