



PRESS RELEASE

S.A. 2020/10/70 (HQ)

103% INCREASE IN CUSTOMERS CHOOSING myTNB TO PERFORM TNB TRANSACTIONS

The number of Tenaga Nasional Berhad (TNB) customers who have made the digital transformation by performing transactions through myTNB portal and app have increased, with more than 4.6 million registered accounts until 13th October 2020.

The figure marks an encouraging increase of 102.9 per cent since the Movement Control Order (MCO) was implemented on 18th March 2020.

The myTNB app can be downloaded from Google Play, Apple App Store and Huawei AppGallery while myTNB portal can be accessed via www.mytnb.com.my.

Through myTNB app and portal, customers can:

- Check electricity bill for all of their accounts;
- Add and manage their loved ones' accounts ie. parents at hometown;
- Track their monthly electricity consumption;
- View their history of electricity consumption;
- Pay electricity bills easily;
- Provide online feedback regarding electricity bill.

In fact, for more than 600,000 users of Smart Meter in Klang Valley and Melaka, they can monitor their daily electricity usage through myTNB portal and app, hence empowering them to take charge of their electricity usage especially when staying at home during the Conditional Movement Control Order (CMCO).

“The ease to perform transactions via myTNB portal and app does come in handy at this particular time as few states in the Peninsular are under CMCO,” said TNB Chief Retail Officer, Datuk Ir. Megat Jalaluddin Megat Hassan.

“With myTNB, customers don’t even have to leave home and queue at the payment counter or kiosk just to pay their electricity bill, especially during the resurgence of the COVID-19 pandemic.”

myTNB app has gone through many improvements and customers can now opt for either Malay or English as the language preference.

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In a campaign running from 12 October 2020 until 9th December 2020, customers who pay their electricity bills through myTNB app stand a chance to win a Huawei P40 Pro mobile phone. To participate in this Pay and Win Huawei P40 Pro Campaign, the participant(s) has to fulfil all requirements as below:

- I. Download myTNB App from Apple Store, Google PlayStore or Huawei AppGallery
- II. Add TNB account to myTNB App
- III. Make full payment for TNB bill under the specified TNB account via myTNB App

For first time user of the app, after downloading myTNB app, they need to add their account, and make payment via the app to stand an opportunity to win a Huawei P40 Pro. Further information can be found at myTNB portal and app.

For further inquiry about TNB bill or services, call 1-300-88-5454 or email to tnbcareline@tnb.com.my

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**TENAGA
NASIONAL**
Better. Brighter.

BAYAR & MENANG



HUAWEI P40 PRO

Lakukan pembayaran
bil TNB melalui Aplikasi
myTNB & berpeluang
untuk memenangi
telefon pintar baharu
Huawei P40 Pro!

Hanya melalui
Aplikasi myTNB



Muat turun pada
App Store



DAPATKAN DI
Google Play



TEROKAI MELALUI
AppGallery

LAYARI
www.mytnb.com.my/promotions
UNTUK KETAHUI LEBIH LANJUT

TNB customers who pay their electricity bills via myTNB app from 12 October until 9 December 2020 stand a chance to win a Huawei P40 Pro through the Pay and Win Huawei P40 Pro campaign.