



## PRESS RELEASE

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### **Mytnb: IT'S MUCH MORE THAN JUST FOR PAYING ELECTRICITY BILLS**

Tenaga Nasional Berhad (TNB) customers are embracing the digital lifestyle based on the tremendous increase in online transactions for a myriad of services on offer in myTNB app and portal.

Besides paying their electricity bill online, a rising number of customers have been using the versatile app and portal to perform other transactions that are usually conducted at Kedai Tenaga. Compared with 2019, there have been a sharp increase in the following transactions (requests) on myTNB up to 15th November 2020:

- Change of Tariff (from 858 in 2019 to 17,260 transactions);
- Change of Tenancy (from 8,219 to 22,262);
- Renewable Energy Scheme (from 23 to 342); and
- myGreen+ (from 304 to 552).

As for online bill payment, myTNB recorded over 7.7 million transactions across both platforms with over 6 million transactions via the app alone, compared to last year's total of 3.6 million transactions.

"We believe in creating more value to our customers, including providing greater convenience in how they interact with us. That's why we have enhanced the features of myTNB early on by digitising relevant in-store interactions, and the response so far has been most encouraging," said TNB Chief Retail Officer, Datuk Ir. Megat Jalaluddin Megat Hassan.

"Everyone is being more cautious about their health and safety these days, and are looking to reduce any unnecessary face-to-face interactions. This has motivated us to explore even more to make things easier and safer for our customers by leveraging on myTNB platform. It's convenient and user-friendly, just by using their fingertips."

Another advantage of myTNB is the benefit that it offers to Smart Meter users as they are able to monitor their daily energy consumption online, thus empowering them to take charge of their electricity usage.

"Currently, more than 555,000 Smart Meter users in Klang Valley and Melaka are finding this feature especially useful during the Conditional Movement Control Order (CMCO)," added Megat.

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](http://www.mytnb.com.my).

Through myTNB app and portal, customers can also:

- Check electricity bill for all of their accounts;
- Add and manage their loved ones' accounts if they are not staying together, i.e. parents still living in their home town;
- Track their monthly electricity consumption;
- View their history of electricity consumption;
- Provide online feedback regarding electricity bill;
- Open a new account (including for project developers/consultants); and
- Close an account.

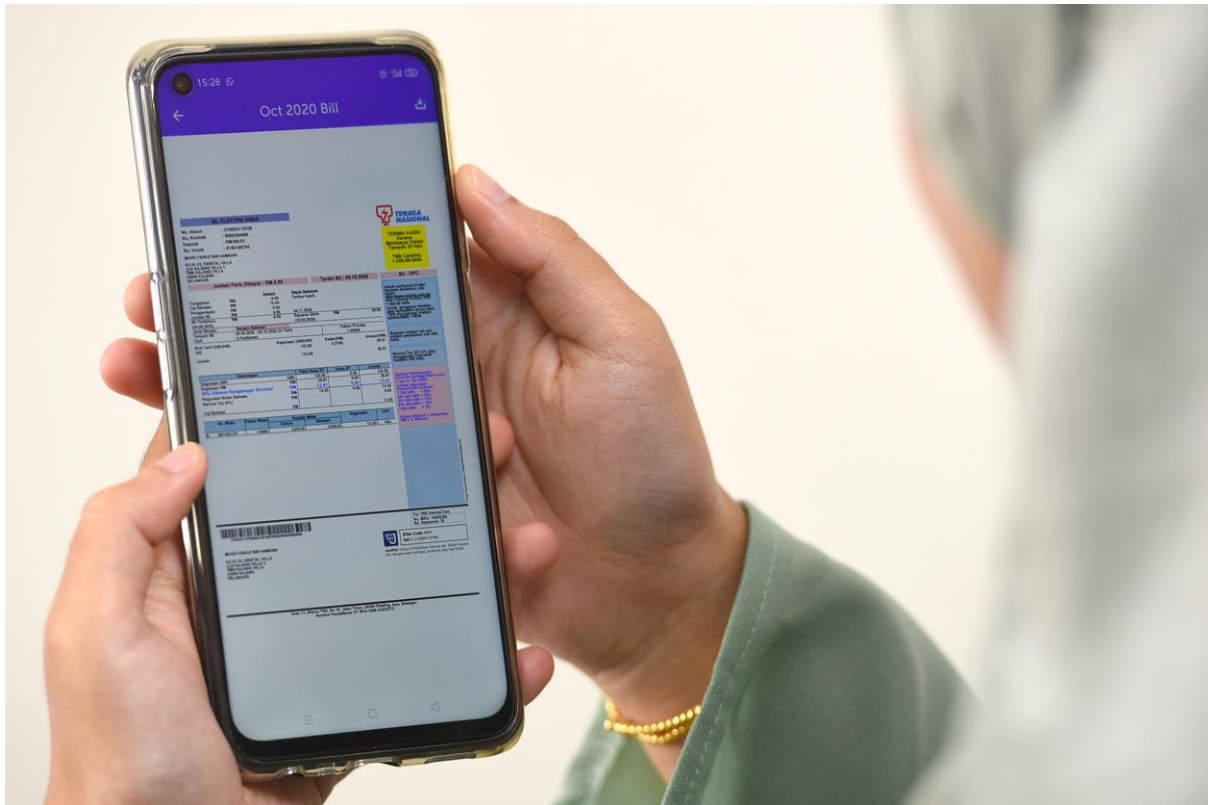
In a campaign running from 12 October 2020 until 9 December 2020, customers, who pay their electricity bills through myTNB app, stand a chance to win a Huawei P40 Pro mobile phone. To participate in this Pay and Win Huawei P40 Pro Campaign, customers have to:

1. Download myTNB App from Apple Store, Google PlayStore or Huawei AppGallery;
2. Add TNB account to myTNB App; and
3. Settle their TNB bill in full under the specified TNB account via myTNB app.

For first time app users: after downloading myTNB app, they are required to add their account and make a payment via the app for an opportunity to win a Huawei P40 Pro. Further information can be found at myTNB portal and app.

For further inquiries about TNB bill or services, please call 1-300-88-5454 or email to [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my).

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*Kindly forward all press enquiries to Fitri Majid at 013-3626923 /  
Grace Tan at 016-6626229 / Nasir Aziz at 018-9434524  
or email us at [media@tnb.com.my](mailto:media@tnb.com.my)*



myTNB app and portal enable customers to do transactions more easily and safely via features available on the platform.