



## PRESS RELEASE

S.A. 2025/11/28\_20 (HQ)

### **Smarter Energy, Better Wellbeing: Time of Use (ToU) Scheme Enhanced Customer Savings in TNB's 3Q Result 2025**

**Tenaga Nasional Berhad (TNB)** today reaffirmed its commitment to national wellbeing by emphasising customer empowerment, community support and long-term energy resilience at the forefront of its priorities. This strong focus on customer-centric infrastructure serves as a key pillar of TNB's transformation, reflecting its broader commitment to service excellence and operational reliability.

#### **More Households Turn to ToU as TNB Enhances Customer-Focused Energy Solutions**

In enhancing customer experience and strengthening customer empowerment, TNB in collaboration with the Ministry of Energy Transition and Water Transformation (PETRA), introduced the ToU domestic optional product feature at the forefront of its efforts to help households better manage and optimise their monthly electricity bills.

Since its introduction for domestic customers on 1 July, ToU has emerged as a key option for Malaysians seeking greater control over their consumption, with a significant surge in sign-ups and a steady rise in enquiries recorded across various TNB's customer service channels. To date, more than 70,000 customers have migrated to ToU, reflecting growing public understanding of how ToU can be used as a practical tool to manage energy usage effectively.

In tandem with this heightened traction for ToU, TNB is accelerating the expansion of its nationwide smart meter rollout to equip more homes with precise consumption insights. To date, a total of 5,081,063 smart meters have been installed, indicating a progressive adoption of the device.

#### **AFA Rebates Continue to Deliver Significant Household Savings**

Complementing this, ongoing rebates from the Automatic Fuel Adjustment (AFA) mechanism continues to support household savings. Since its introduction, customers have collectively enjoyed more than RM250 million of savings in their electricity bill. AFA mechanism enables immediate cost recovery and enhances TNB cash flow.

#### **TNB's Energy Solutions Platform Gains Traction Across Digital and EV Segments**

Digital accessibility remains a cornerstone of TNB's strategy, with the myTNB app now adopted by 7.2 million customers or 70% of its customer base, with a growing pool of more than 4.1 million active users.

In parallel with the Government's EV roadmap, nationwide expansion of charging facilities is progressing, with 5,109 charge points installed as of September 2025. Year to date, the EV

charging network has supplied more than 10 GWh of electricity, generating approximately RM5.1 million in revenue, demonstrating the steady adoption of TNB's charging solutions and the growing demand for robust electric vehicle infrastructure.

"TNB's priority has always been to ensure our customers feel supported, informed and empowered. We will continue to strengthen every touchpoint — digital, operational and service — with the singular aim of delivering real value and meaningful savings to the rakyat," said TNB President/CEO Datuk Megat Jalaluddin Megat Hassan.

"Our commitment is clear and resolute: we will continue to take every necessary step, with discipline and responsibility, to meet evolving customer needs and enhance the overall energy experience for Malaysians."

### **Supporting Customers With Strong Operational Discipline**

For the 9-month period of 2025, TNB recorded a cumulative earnings of RM3.2 billion, meeting market expectations for stable performance across the first three quarters. This resilience was underpinned by robust electricity demand, stronger sales across key customer segments, and lower net finance cost. As of September 2025, demand growth continued its steady pace, with total electricity sales reaching 99,930 GWh, driven primarily by consistent growth in the commercial sector.

TNB's earnings were further supported by a foreign exchange translation gain of RM350 million, driven by the Ringgit's appreciation from RM4.471/USD in December 2024 to RM4.215/USD in September 2025. This currency movement contributed positively to the TNB's financial position, reinforcing overall earnings stability for the period.

Additionally, TNB continues to strengthen grid reliability and customer experience through targeted investments across maintenance, operational response and digital infrastructure. In Q3 alone, the company invested RM3.1 billion in reliability-focused initiatives, forming part of its cumulative RM8.3 billion year-to-date capital expenditure. These measures have translated into measurable improvements, with the annualised System Average Interruption Duration Index (SAIDI) improved to 46.65 minutes, from 47.62 minutes previously.

### **Giving Back to the Community**

Between January and September 2025, TNB continued to play an active role in supporting rakyat wellbeing through wide-ranging CSR commitments, delivering:

- **Education Support (RM96 million):** Assistance for students through UNITEN and Yayasan Tenaga Nasional (YTN), reinforcing Malaysia's future talent pipeline.
- **Zakat Contribution (RM9.15 million):** Distributed to more than 32,000 asnaf beneficiaries for Fisabilillah purposes.
- **Community Outreach (RM3.81 million):** Community assistance reaching nearly 100,000 individuals, including through Better Brighter Shelter and Projek Mesra Rakyat initiatives.
- **Healthcare Initiatives (RM515,800):** Medical assistance for 2,825 beneficiaries, including dialysis support via Yayasan Amal Maaedicare and assistance to the National Autism Society of Malaysia.

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- **Disaster Relief (RM711,250):** Emergency assistance for 4,000 individuals affected by floods, storms and fires.
- **Sports Development (RM8.3 million):** Support benefitting 35,138 athletes and enthusiasts, including national hockey programmes.
- **Biodiversity Conservation (RM523,565):** Coral restoration and ecosystem rehabilitation across Pulau Perhentian, Pulau Redang and Pulau Tioman.

### **A Commitment to Malaysians – Today and for the Future**

TNB's sustained efforts, driven by disciplined operations, customer-centric innovation and continuous investment in national infrastructure, underline the company's mission to serve the rakyat, uplift communities and build Malaysia's energy resilience for generations to come. Together, these milestones reflect TNB's strong fundamentals, trusted leadership, and continued commitment to drive long-term growth while shaping a sustainable and inclusive energy ecosystem.

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### **About Tenaga Nasional Berhad (TNB)**

Tenaga Nasional Berhad ([www.tnb.com.my](http://www.tnb.com.my)) is a leading Malaysian utility company in Asia with an international presence in the United Kingdom (UK), Ireland, Australia, Turkiye, Saudi Arabia, Kuwait, Pakistan, and Cambodia. Within the renewable energy space, TNB has a total gross portfolio of 3.3 Gigawatts (GW) in Peninsular Malaysia (including 2.5 GW of large hydro) and 1.3 GW across the UK, Ireland, Australia, and Turkiye, comprising mainly solar, wind, and hydro energy generation assets. In addition to being the nation's primary electricity generation enterprise, TNB also transmits and distributes electricity across Peninsular Malaysia, Sabah, and the Federal Territory of Labuan. As of 30 September 2025, TNB supplies electricity to over 11 million customers.

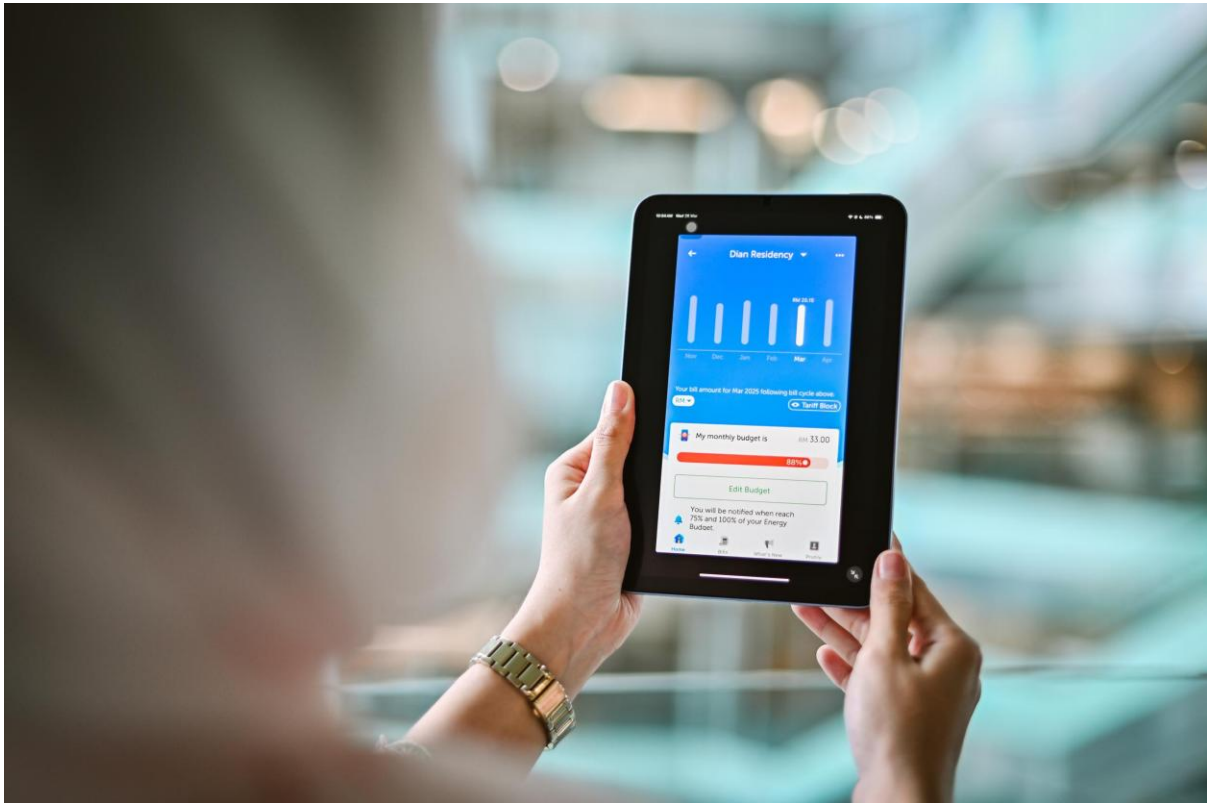
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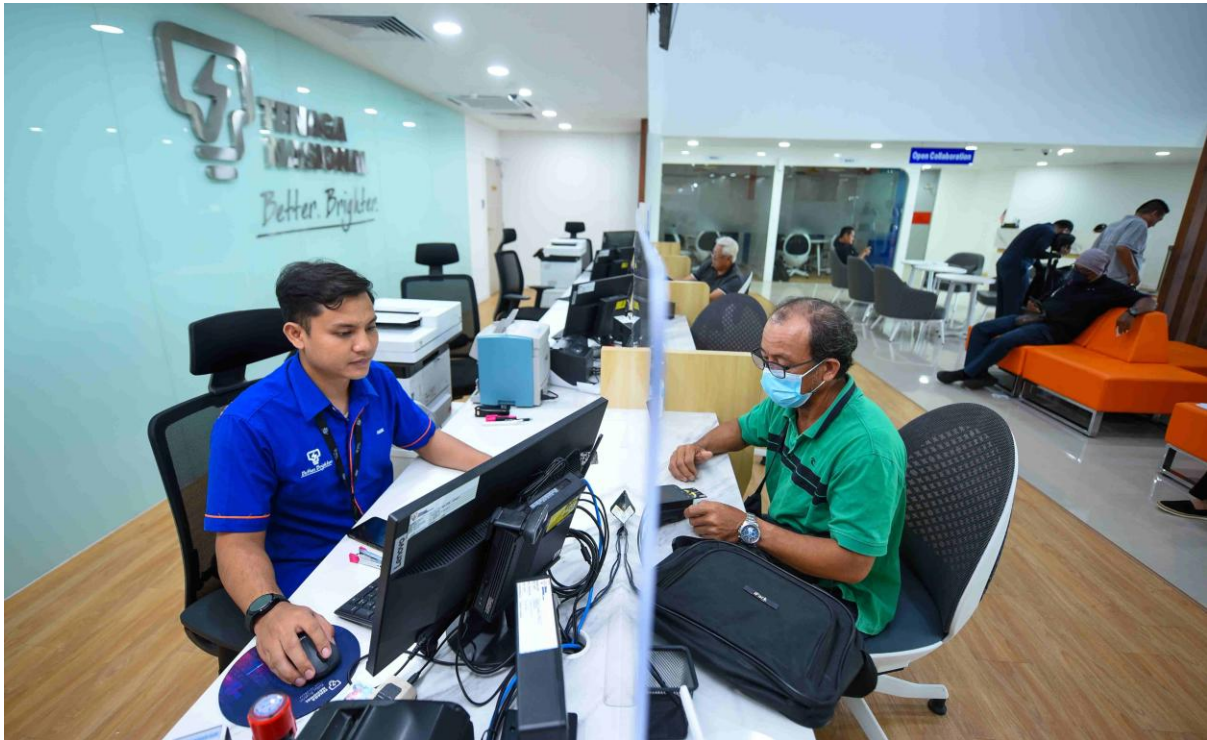
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**PHOTO CAPTION**



**PHOTO 1**

TNB Time of Use (ToU) scheme has emerged as a key option for Malaysians seeking smarter solution over their consumption, with a significant surge in sign-ups and a steady rise in enquiries recorded across across various TNB's customer service channels.



**PHOTO 2**

As Malaysia moves toward a more digital, sustainable and interconnected energy future, TNB remains committed to delivering reliable service, responsible management and real value to Malaysians.





**PHOTO 3**

TNB's customer-first commitment remains central to its nationwide smart meter rollout, enabling households to gain greater visibility and control over energy usage.



**PHOTO 4**

TNB continues to strengthen grid reliability and customer experience through targeted investments across maintenance, operational response and digital infrastructure.



**PHOTO 5**

TNB's commitment towards service excellence ensures that robust and dependable energy solutions are delivered to customers, supported by round-the-clock efforts.





#### PHOTO 6

TNB continues to play its active role in supporting rakyat wellbeing through wide-ranging CSR commitments, covering education support, healthcare, sports development, biodiversity conservation and other indicators.

**PHOTO 7**

Over RM8.3 million is invested towards national hockey development, supporting more than 35,000 athletes and enthusiasts through the Malaysian Hockey Confederation, training clinics and equipment provisions.



**PHOTO 8**

Between January and September 2025, TNB played an active role in supporting rakyat wellbeing through wide-ranging CSR commitments.





**PHOTO 9**

TNB remains steadfast in extending timely support to communities impacted by disasters, contributing over RM500,000 in 2025 to aid those most in need.