

## PRESS RELEASE

S.A. 2026/03/18\_06 (HQ)

### TNB READY TO ENSURE COMFORTABLE AIDILFITRI CELEBRATIONS

- More than 11,000 TNB personnel on standby throughout Aidilfitri to ensure a stable electricity supply.
- TNB's customer service channels strengthened to ensure continuous support for customers.
- Safer and more efficient use of electricity is encouraged through safety and energy-saving practices.

**Tenaga Nasional Berhad (TNB)** has made comprehensive preparations to ensure a stable and continuous electricity supply during this year's Aidilfitri celebrations, enabling Muslims across Peninsular Malaysia to celebrate Syawal in comfort.

As part of these preparations, TNB has activated its operational readiness plan, which includes implementing several electricity network upgrade projects nationwide, as well as continuously monitoring its electricity network and critical assets.

Among the key measures undertaken is the deployment of more than 11,000 personnel who will be on standby 24/7 on a rotational basis, beginning three days prior to Syawal.

According to TNB Senior Chief Network Officer, Ir. Mahathir Nor Ismail, TNB's technical teams will closely monitor system conditions throughout the festive season and are prepared to take immediate action to restore supply in the event of any disruption.

"This commitment is important to ensure that the public can make the necessary preparations and celebrate Aidilfitri with joy and comfort together with their loved ones," he said.

#### **Strengthened Operations and Infrastructure Support**

To ensure customers continue receiving the necessary assistance throughout the festive period, TNB has also deployed CareLine personnel on a 24-hour rotational basis to manage customer service hotlines as well as social media platforms such as Facebook (TNB CareLine), and X (@Tenaga\_Nasional).

In addition to positioning 136 mobile generators at strategic locations, TNB has also prepared 379 support vehicles including auger cranes, tower wagons, skylifts, and maintenance trucks, as part of contingency measures in the event of electricity supply disruptions.

As an additional mitigation measure, TNB has also carried out load balancing initiatives, increased transformer capacity, and enhanced the electricity network system to ensure the electricity distribution system remains stable throughout the festive season.

## **Safety and Energy Efficiency During Aidilfitri**

While extending Aidilfitri greetings to all TNB customers, Ir. Mahathir Nor advised the public to always prioritise electrical safety and practise efficient energy usage.

“Among the electrical safety practices that can be adopted are:

- Ensure all electrical appliances are in good condition before use.
- Ensure sockets, plugs, electrical wiring, and Residual Current Devices (RCD) are functioning properly.
- Avoid connecting too many electrical appliances to a single socket.
- Do not use mobile phones while charging and avoid leaving electrical appliances operating unattended.
- Engage contractors registered with the Energy Commission (ST) for electrical wiring or repair works.
- Turn off the main switch and unplug electrical appliances that are not in use before returning to your hometown.”

He also encouraged the public to practise energy efficiency by:

- Maximise the use of natural daylight during the day.
- Plan cooking activities efficiently, such as baking festive cookies in one go.
- Avoid the simultaneous use of multiple high-power electrical appliances.
- Ensure refrigerators are not overloaded with festive dishes or food so that they can operate efficiently.
- Wash clothes with full loads and drying them naturally instead of using a dryer.
- Set air-conditioner temperatures between 24°C and 26°C and cleaning filters regularly to optimise comfort.
- Monitor and plan electricity usage via the myTNB application, which allows Smart Meter users to track their consumption on a daily basis.

Customers can obtain more safety tips and energy-saving guidance by visiting [www.mytnb.com.my/energy-efficiency](http://www.mytnb.com.my/energy-efficiency) or by following TNB on its social media platforms for more energy-efficiency tips.

For further information or enquiries, customers may contact TNB via: Facebook: TNB CareLine; X: @Tenaga\_Nasional; Email: [CareLine@myTNB.my](mailto:CareLine@myTNB.my); TNB CareLine: 1-300-88-5454.

**Released in Kuala Lumpur on 18 March 2026 at 11:00 am**

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TNB Senior Chief Network Officer, Ir. Mahathir Nor Ismail



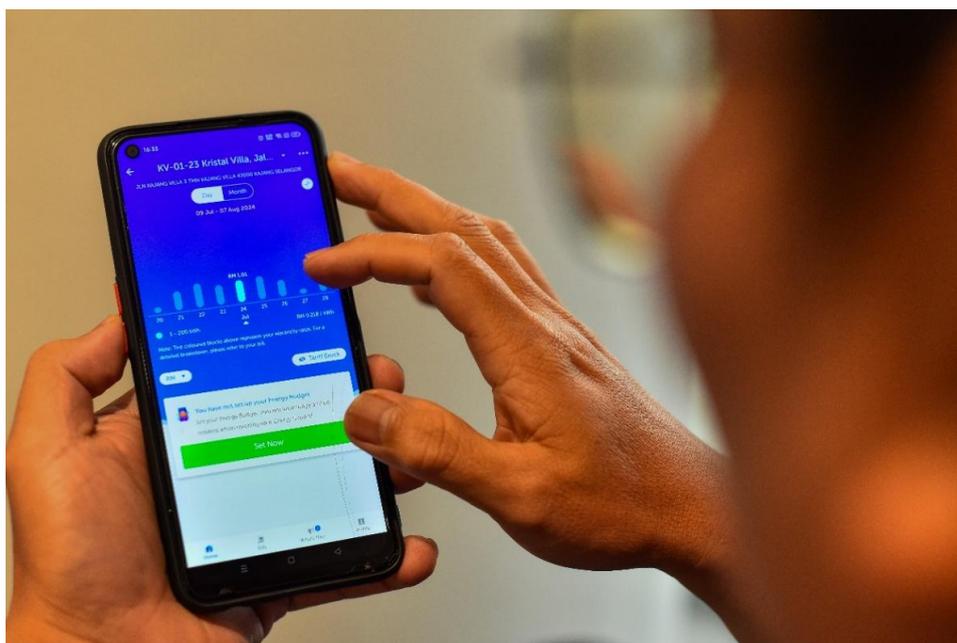
TNB has undertaken comprehensive preparations to ensure the public continues to enjoy a stable and reliable electricity supply throughout the Aidilfitri festive period.



TNB has deployed 136 mobile generators at strategic locations and 379 support vehicles, including auger cranes, tower wagons and skylifts, as contingency measures in the event of power supply disruptions.



More than 11,000 TNB personnel on standby throughout Aidilfitri to ensure stable electricity supply.



Monitor and plan electricity usage through the myTNB application, which allows smart meter users to track their consumption on a daily basis.



Setting air-conditioner temperatures between 24°C – 26°C and cleaning filters regularly to optimise comfort.



Ensure sockets, plugs, electrical wiring and Residual Current Devices (RCD) are functioning properly.



Switch off the main power supply and unplug electrical appliances that are not in use before leaving for your hometown.