

PRESS RELEASE

S.A. 2026/10/02_25 (HQ)

INCREASE IN PROTECTION THRESHOLD TO 800KWH: CUSTOMERS TO RECEIVE PRO-RATED CREDIT IN OCTOBER 2026 BILL

Following the government's announcement on 17 September 2026 to increase the protection threshold for Domestic customers from 600 kWh per month to 800 kWh per month, Tenaga Nasional Berhad (TNB) wishes to explain the credit method of benefits for September's consumption.

With the increase in the protection threshold, Domestic customers with monthly consumption of 800 kWh and below from September to 31 December 2026 will enjoy full exemption from:

- Automatic Fuel Adjustment (AFA) charge,
- RM10 Retail Charge, and
- 8% Service Tax.

For eligible customers, the adjustment of the above charges for September will be calculated on a pro-rated basis and credited directly into the **October 2026 bill**. The adjustment amount will be reflected in the customer's bill under "**PELARASAN BIL (SEP 2026)**" and "**PELARASAN CUKAI PERKHIDMATAN (8%) (SEP 2026)**".

Bil adjustment eligibility schedule for October 2026 bill

Total Consumption (kWh) in September 2026	Bill Adjustment Eligibility
600kWh and below	No adjustment will be applied to the October 2026 bill
601kWh to 800kWh	Eligible for adjustments to the AFA, Retail Charge and 8% Service Tax
801kWh and above	Eligible for adjustment to the 8% Service Tax

Note: The above schedule applies to September 2026 bills based on actual meter readings.

Maintain Energy Efficiency Practices

To maximise savings, TNB encourages customers to adopt the following energy efficiency practices:

1. **Monitor Daily Consumption with the myTNB App:** Ensure daily consumption remains below 25 kWh and set an *Energy Budget* below RM328 (for premises with smart meters).
2. **Practise Energy Efficiency Tips:** Optimise air-conditioning usage by setting the temperature between 24°C and 26°C and using the timer function.

3. **Consider the *Time-of-Use (TOU)* Scheme:** Shift the use of high-power electrical appliances to off-peak hours (10:00 pm to 2:00 pm from Monday to Friday, as well as throughout Saturday, Sunday and selected Public Holidays) to enjoy lower tariff rates.

For further information, our customer service team is ready to assist you. Visit www.mytnb.com.my/tariff or contact the TNB CareLine team via:

1. 1300-88-5454, operating from 8:00 a.m. to 7:00 p.m. Monday to Friday, and from 8:00 a.m. to 5:00 p.m. on Saturday, Sunday and Public Holidays.
2. Private Message (PM) via TNB CareLine on Facebook.
3. Direct Message (DM) via X @Tenaga_Nasional.
4. Email at CareLine@myTNB.my.

About Tenaga Nasional Berhad (TNB)

Tenaga Nasional Berhad (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 3.5 Gigawatts (GW) in Peninsular Malaysia (including 2.5GW of large hydro) and 1.3GW 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 June 2026, TNB supplies electricity to over 11 million customers.

Released in Kuala Lumpur on 2 October 2026 at 10:00 am

For press enquiries, please email us at: media@tnb.com.my

PENINGKATAN ARAS PERLINDUNGAN SEHINGGA 800kWj BAGI PELANGGAN DOMESTIK

1

SIAPA YANG LAYAK?

≤ 800kWj
SEBULAN

**dari September
hingga 31 Desember 2026**

DIKECUALIKAN SEPENUHNYA DARIPADA:



Caj Pelarasan Kos Bahan Api Secara Automatik (AFA)



Caj
Peruncitan
RM10



Cukai
Perkhidmatan
8%

2

BAGAIMANA PELARASAN DIBERI?



Dikira secara
pro rata –



Pelanggan Domestik dengan penggunaan **601kWj dan ke atas** untuk bulan September menerima kredit **pro rata** dalam bil bulan Oktober 2026

Jadual kelayakan pelarasan bagi bil bulan Oktober 2026

Jumlah Penggunaan (kWj) pada bulan September 2026	Kelayakan pelarasan bil
≤600kWj	Tiada pelarasan diterima pada bil bulan Oktober 2026
601kWj - 800kWj	Menerima pelarasan AFA, Caj Peruncitan dan Cukai Perkhidmatan 8%
≥801kWj	Menerima pelarasan Cukai Perkhidmatan 8%

Nota: jadual di atas terpakai bagi bil bulan September 2026 dengan bacaan sebenar.

3

DI MANA PELARASAN INI AKAN DIPAPARKAN?

Bil Fizikal

Bil Digital

BIL ELEKTRIK ANDA		 TENAGA NASIONAL	
No. Akaun :	XXXXXXXXXX	TERIMA KASIH kerana Membayar dalam Tempoh 30 hari TNB Caroline 1-300-85-5454	
No. Kontrak :	1000XXXX		
Deposit :	RMxxx.xx		
No. Invois :	XXXXXXXXXX		
XXXXXXXXXXXXXX NO XXX, JLN X XXX TMN EHSAN XXXXXX 52100 KUALA LUMPUR WP KUALA DUBAY			
Jumlah Perlu Dibayar: RMxxx.xx		Tarikh Bil XX.10.2026	
Amaun		Bayar Sebelum	
Tunggakan RM	x.xx	Terima Kasih	
Caj Semasa RM	xxxx.xx		
Penggunaan RM	x.xx		
Jumlah Bil RM	xxxx.xx	DD MM YYYY	
Amaun			
Bil Terdahulu RM	xxxx.xx	Tarikh d.d.mmm.yyyy	
Bayaran Akhir RM	xxx yy	d.d.mmm.yyyy	
Jenis Bacaan		Bacaan Sebenar	
		dd.mmm.	xxxx.xx
Caj Penggunaan Dalam Semasa	RM	xxxx.xx	xxxx.xx
Cukai Perkhidmatan (8%)	RM		xxxx.xx
KWTHB (1.6%)	RM		xxxx.xx
PELARASAN BIL (SEP 2026)	RM		- xxx.x
PELARASAN CUKAI PERKHIDMATAN	RM		- xxx.x
		xxxx.xx	
Bacaan Meter			
Dahulu	Semasa		
M SIE1052007042XXXX	xxxxxx		
M SIE1052007042XXXX	xx	xx	

Pelarasan dip

Bil Terperinci Anda

NO. RAJUK
XXXXXXXXXXXX

ALAMAT PERMUK
JALAN
SUNGAI TONGKAT
SUNGAI TONGKAT
SUNGAI TONGKAT
SUNGAI TONGKAT

KEMENTERIAN BAYARAN RAJUK
KEMENTERIAN BAYARAN RAJUK
TARIKH: 01/01/2024

TENGAH BIL
01/01/2024 - 01/01/2024 (24 hari)

Keputusan TMB
No. 100/2024
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Pecahan Pengiraan Bil Anda

Jenis Caj	Tanpa Cukai Perkhidmatan	Dengan Cukai Perkhidmatan	Jumlah
Jumlah Pengiraan Anda	xx	xx	xx
Caj Penjualan			
Tenaga (RM9.000/kWh)	RM	xx.xx	xx.xx
A/A (RM9.000/kWh)	RM	xx.xx	xx.xx
Kapaliti (RM9.000/kWh)	RM	xx.xx	xx.xx
Caj Rangkaian (RM9.000/kWh)	RM	xx.xx	xx.xx
Caj Peruncitan	RM	xx.xx	xx.xx
Caj-Caj Lain			
Insentif Cukai Tenaga (RM9.000/kWh)	RM	-xx.xx	-xx.xx
Caj Penggunaan Bulan Semasa	RM	xx.xx	xx.xx
Cukai Perkhidmatan (0%)	RM	xx.xx	xx.xx
Kumpulan Wang Tenaga Boleh Baharu (1.5%)	RM	xx.xx	xx.xx
PELABARAN BIL (SEP 2024)	RM	-xx.xx	-xx.xx
PELABARAN CAJUK PERKHIDMATAN (8%) (SEP 2024)	RM	-xx.xx	-xx.xx
Caj Semasa	RM	xx.xx	xx.xx

Berikutan Bil Semasa

Bil Semasa	Pengiraan	Unit
xx.xx	xx	xx

Berikutan Bil Semasa

Bil Semasa	Pengiraan	Unit
xx.xx	xx	xx

Nota:

1. Contoh bil di atas adalah berdasarkan bacaan sebenar.
2. Bil anggaran tidak memaparkan pelarasan bil dan cukai perkhidmatan. Pengiraan akan dibuat secara automatik apabila bil sebenar diperoleh.
3. Pelarasan bil (Sep 2026) merangkumi caj AFA dan caj peruncitan.
4. Pelarasan cukai perkhidmatan adalah untuk bil September 2026.