



SIARAN AKHBAR PRESS STATEMENT

S.A. 2018/05/32 (HQ)

TNB TO ENHANCE CUSTOMER SERVICE AND DOMESTIC PROFITABILITY

Tenaga Nasional Berhad (TNB) will continue to leverage on technology, offer relevant energy-related services and enhance efficiency to further improve its customers experience and domestic profitability, going forward.

TNB President and Chief Executive Officer, Datuk Seri Ir. Azman Mohd stressed that the group activities will be anchored on further enhancing customers experience through technological means, including improving digital presence.

The group would also be further upgrading its contact centre as part of efforts to serve its customers remotely and would be working closely among the TNB group as well as external partners on the possibility of providing relevant energy-related services.

“These services are expected to improve our domestic profitability, while the efficiency of our customers service will be further improved once we complete the separation of our customers service entity in 2018,” he said in TNB’s Integrated Annual Report (four-month period ended December 31, 2017).

Azman disclosed that the group was also adopting new technologies and approaches for its grid operation. TNB would be improving its asset management while expanding the use of mobility solutions.

TNB planned to start the deployment of mobility solution for its power lines and cable asset management throughout the peninsular by the third quarter of 2018. Trials for the use of mobility solutions for the group’s construction management, substation management, low voltage operations and repairs are targeted for the second quarter of 2018.

Turning to TNB's international foray and renewable asset acquisitions, Azman said the group will continue to explore high potential international renewables acquisitions in both solar and wind generation.

"Furthermore, we have been looking beyond international renewable acquisitions, and have been actively participating in international renewables 'greenfield' bids since 2016."

Azman also touched on the Conference of the Electric Power Supply Industry (CEPSI) in Kuala Lumpur that TNB would host in September this year.

"We are proud to host utility leaders and energy industry experts to the conference, themed 'Reimagining Utility of the Future'. This theme underpins the current reality of how the electric supply industry is transforming in response to the numerous changes affecting it," added Azman.

Commenting on the four months ended December 31, 2017, Chairman, Tan Sri Leo Moggie said TNB maintained its stable and sustainable earning trajectory with an operating profit of RM3.15 billion and profit after tax of RM2.74 billion, higher than RM1.79 billion in the same period last year.

"Our financial results demonstrate TNB's prudent financial management which is supportive of our goals for sustainable growth. It also enables us to continue providing value to our shareholders," said Moggie.

TNB Board has approved a dividend payout of 21.41 sen per share, equivalent to RM1.21 billion for the four-month period.

Released in Kuala Lumpur on May 8, 2018 at 9.00 am

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