General

Where is the TNB's Headquarters?

TNB’s Headquarters is located in Bangsar, Kuala Lumpur. For full address, refer to our Contact Us page.

Where can I find information regarding TNB's history?

Our Background / History pages shows the history of TNB and its predecessor companies and presents a selection of the most important dates and events.

Where can I find a list of TNB's subsidiaries?

A complete list can be found at our Subsidiaries page.

What are TNB's activities on corporate governance, community involvement and environment?

TNB is committed to contributing to sustainable development. An active environmental policy is part of the financial Group’s responsibility toward future generations. For more information, please view our CSR page.

Where can I find information on TNB Board and Management?

An overview of TNB’s Corporate & Executive Bodies can be found in our Corporate Information page.

What is TNB's fiscal year?

TNB's fiscal year is from 1 September to 31 August.

Account & Billing

How many days after receiving the bill, should payment be made?

Payment should be made within 30 days from the date the bill is issued.

Can customers make partial payments of their bill?

No. All bills must be paid in full.

Can customers pay their bill amount in installments?

No. However, for certain cases, customers may refer the matter to a TNB Officer for approval.

Can deposits be used to settle a bill in arrears?

Yes. This can be done during closure of accounts. However, if the deposit amount is insufficient, customers will have to pay the balance of the arrears.

Why am I required to pay additional deposit?

If the customer’s average monthly electricity usage is more than the deposit paid, customer will be required to pay an additional deposit. For example:

Current deposit = RM100

Monthly average electricity usage = RM75

Deposit to be paid (RM75 x 2)= RM150

Additional deposit to be paid = RM50

How can I reduce my electricity bill?

The simplest way to reduce the electricity bill amount is to use electricity efficiently. However, this does not mean customers have to compromise on their standard of living or comfort level. Follow these quick and easy tips:-

1. Switch appliances and electrical equipments such as lights, TV and air-conditioners off when not in use
2. Replace old and inefficient electrical appliances with new ones
3. Operate washing machines at full load without overloading it
4. Iron all clothes at one time

For more energy saving tips, click here

AGED/ROUTINE METER REPLACEMENT PROGRAM

What is the Aged Meter Replacement?

It is a business as usual program that replaces aged meter which is beyond accuracy lifespan. There are two type of meters with different accuracy life span :-

Electromechanical meter > 15 years

Electronic meter > 10 years

What is the objective of this activity?

The main objectives are:

To ensure accurate meter reading and billing.

To ensure the safety of meter installation.

Who owns the meter at my premise?

The meter at customer premise is owned by TNB. However, customer is responsible to ensure meter is not disturbed /tampered.

What type of meter will be installed at my premise?

Beginning 2004, TNB is installing electronic meters at customer’s premise in stages.

Will my bill be more or less the same after the meter replacement?

The meter measures your energy usage accurately and you will only be charged for the energy you actually use

Why is there an increase in my bill after meter replacement?

The main possible reasons are the aged meter used earlier was not recording accurately due to :-

Faulty meter.

Degradation of the mechanical components in the meter.

Tampered meter.

Other possible reasons are :-

Increse in usage e.g. festive seasons, school holidays, changes in weather etc.

New tariff rates.

Arrears.

Power factor charges.

Renewal Energy Fund Charges

Why does TNB replace meters which are still in working condition?

TNB replaces aged meters (more than accuracy life span) as it may no longer record accurate electricity consumptions. The replacement of aged meter is a utility prudent practice and is in accordance to the Electricity Supply Act 1990 (for accurate billing)

How does TNB identify an area requiring Aged Meter Replacement?

TNB has a customer database that records which meters have been in service beyond accuracy lifespan.

Will there be any supply interruption while the meter is being replaced?

There will be a supply interruption at the customer’s premise for approximately 15 minutes to 1 hour.

Which type of meter gives more accurate reading; electromechanical or electronic meter?

Both electromechanical and electronic meters have the same accuracy class. Electronic meters can record with stringent accuracy.

Who will replace the meter at my premise?

The meter will be replaced by TNB appointed contractors who will be fully supervised by TNB staff. The contractors carry a TNB/NIOSH I.D. while the TNB staff wears TNB uniform and carries a TNB staff identification pass.

When will TNB replace the meter at my premise?

Replacement of the meter is conducted during normal working days and also on weekends (via appointment).

Will I get early notification on Aged Meter Replacement?

Identified customers will be notified through written notice at least 48 hours before the meter replacement is done.

Can TNB access my premise to change meter?

Yes, TNB may enter customer’s property to replace the meter. This authority is granted under the Electricity Act 1990.

I received a notification letter that TNB was unable to access my premise to replace the meter. What should I do?

Please contact the Person in Charge stated in the letter to set an appointment.

Will consumption from the aged meter and current meter be billed in the upcoming month?

Yes, consumption recorded from both aged and current meters will be calculated and included in customer’s electricity bill.

Will I be billed on the energy used to operate the meter?

No.

What are benefits of this exercise?

TNB will conduct wiring inspections on meter installations to ensure they are safe and in good working order.

TNB will replace any old and worn-out service wires if necessary.

Meters with bad accessibility will be relocated to a new spot for easier meter reading.

Shifting of meters position (e.g. from inside the house to outside wall, will also affect customers privacy especially during meter readings. It will also avoid TNB from issuing estimated bills due to meters inaccessible for readings.

Improving customer privacy and elimination of estimated bills by shifting meters outside the house.

Do I have to bear the cost of meter replacement and the related works involved?

No.

How do I know my meter is accurate?

All meters go through stringent accuracy standards that comply with the Energy Commission’s Metering Guideline and International Standards

What is the Energy Commission Metering Guideline?

It is a guideline for electricity meters for approval, testing and initial verification requirements prior to the deployment for installation to the consumers. The guideline is governed by Energy Commission.

Is the replaced meter tested prior to installation?

All meters are calibrated and certified to Metering Guideline under purview of Energy Commission.

What is the calibration / accreditation standard used?

All meters installed meet the Energy Commission Metering Guideline.

Meters are calibrated and accredited under Skim Akreditasi Makmal Malaysia (SAMM) based on MS ISO/IEC 17025:2005 issued by Standards Malaysia under purview of Ministry Of Science, Technology & Innovation (MOSTI).

The meters are also calibrated and comply to International Standards (MS IEC 62053-11, MS IEC 62053-21, MS IEC 62053-22, MS IEC 62053-23).

The meters also comply to International Standard OIML (e.g. Harmonics Test and Reliability Test).

How do I know that the meter comply to the Energy Commission Metering Guideline?

All meters verified under Energy Commission Metering Guideline will be affixed with ‘SIRIM/ST’ sticker.

Is the Energy Commission involved with the aged meter replacement?

Yes, the Energy Commission will monitor the meter replacement work through:

Installation of check meter.

Conduct on-site meter testing based on customer complaints.

Conduct joint on-site meter testing with TNB based on customer complaints.

Random on-site meter testing.

Is the existing meter tested on site before being replaced?

Yes

How do I know that my meter has been replaced?

Customers will be notified after the meter replacement. Kindly contact TNB Careline for further information.

How do I calculate my appliances’ electricity consumption?

Kindly browse www.tnb.com.my and click Save Energy>Energy Audit Calculator>Start