



## 5 ways to contact us

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Call or SMS 15454 for power outage or TNB street light malfunction



Call or fax 1300 88 5454 for billing & account enquiries



[www.tnb.com.my](http://www.tnb.com.my) > One Stop Engagement Centre



[facebook.com/tnbcareline](https://facebook.com/tnbcareline)



[tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my)

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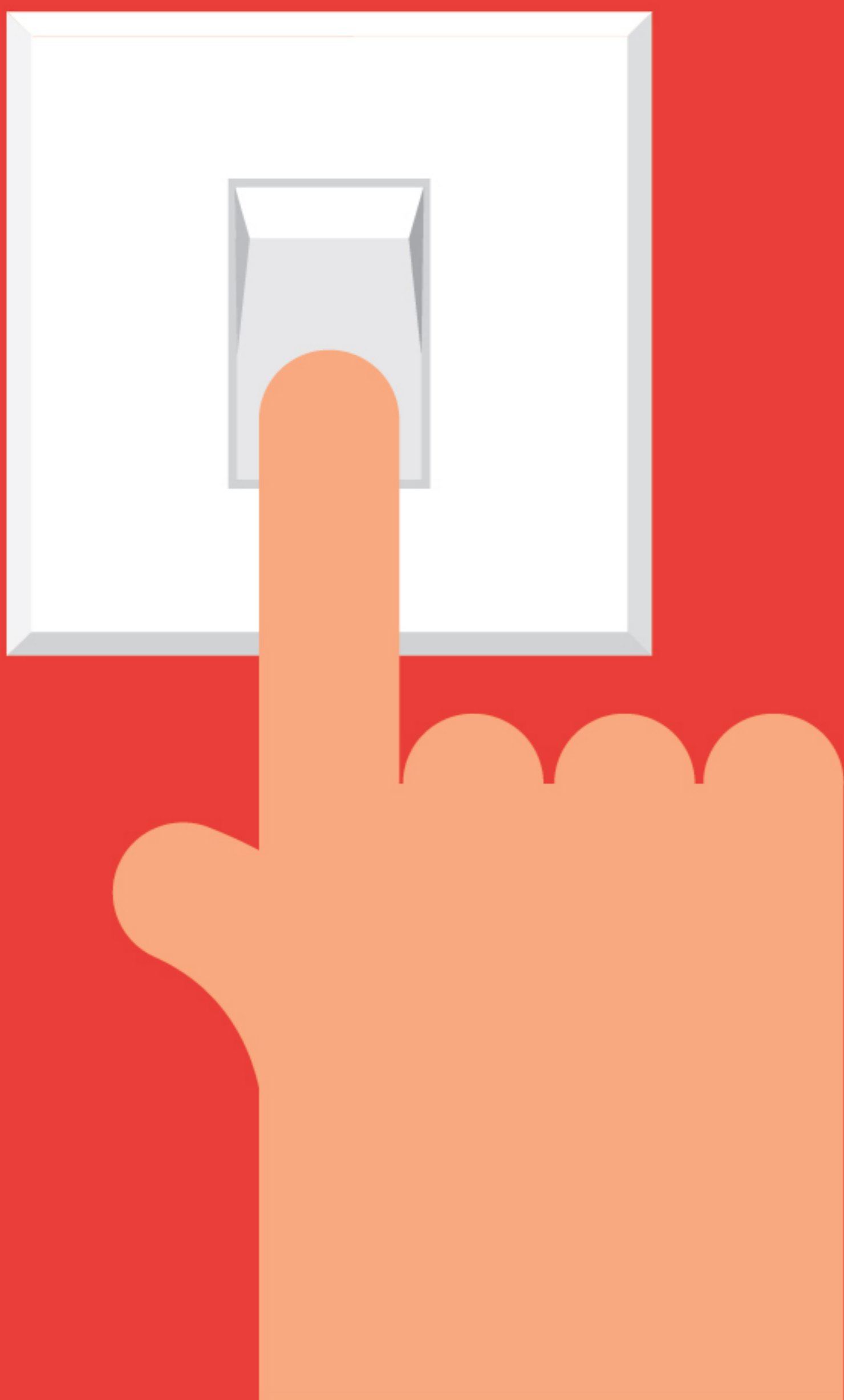
# TNB Performance Standards

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*Better. Brighter.*







## We're here to make your life brighter.

Tenaga Nasional Berhad well understands how very busy modern life keeps us all, and how valuable even a single moment can be. That's why we are proud to provide a host of convenient services centred on serving your needs as quickly and efficiently as possible. The following pages will highlight in a little more detail exactly how we promise to help you have a more productive day.



## Providing your electricity supply in a timely, efficient manner.

## AVAILABILITY OF SUPPLY

In the event of interruption, we will ensure no interruption more than 4\* numbers per year in Bandaraya Kuala Lumpur and Putrajaya or 5 numbers per year in other areas.

AND

We will ensure all the following outage will be restored within:-

- 3 hours for minor distribution network fault
- 4 hours for medium voltage breakdown (33,22 and 11kV) cable system with feedback
- 12 hours for medium voltage breakdown without alternative feedback
- 8 hours for partial blackout due to major incident on grid or transmission system
- 18 hours for total blackout due to major incident on grid or transmission system.

*\*interruption that sustain more than 4 hours and excluded interruption caused by natural disaster*



## PROVIDING SUPPLY

Upon obtaining way leave, clearance for infrastructure installation and receiving your connection charge and service deposit we will complete individual low voltage service installation within

- i) Less than 5 working days (overhead line up to 3 poles). A RM 50 rebate may be claimed for every non-compliance case
- ii) Less than 14 working days (underground cable). A RM 50 rebate may be claimed for every non-compliance case

For individual low voltage domestic customers, we will install your meter and connect electricity supply within 3 working days after deposit is paid\*. A rebate of RM50 may be claimed for every case of non-compliance. \*(subject to accessibility and mutually agreed appointment date).

As soon as you have paid the connection charge / wayleave obtained and successful taking over of substation building, we are committed to undergo full or partial commission of project within

- 1) Less than 60 days for supply up to 22kV
- 2) Less than 180 days for Kuala Lumpur and Putrajaya area and less than 120 days for other areas for supply of 33kV (cable installation of not more than 5km).

We will inform the developer of the connection charges to be paid upon receipt of complete application with the following

- 1) Not more than 30 days for supply up to 22kV
- 2) Not more than 60 days for supply of 33kV.

You may make an appointment with our nearest customer service center to connect your electricity supply and we promise to attend to your request within 1 hour of the time agreed or in the event of a deferment, to inform you not less than 1 hour before the said time.



Once you have submitted all supply application documents, we will issue a connection charge statement within:

**14**  
calendar days

14 calendar days for new individual domestic application for single or three phase supply of whole current meter, which requires low voltage installation.

**2**  
months

2 months for developers.

Upon obtaining wayleave, clearance for infrastructure installation and receiving your connection charge payment, we will complete individual low voltage service installation within:

**5**  
working days

5 working days (overhead line-not exceeding 3 poles). A RM50 rebate may be claimed for every non-compliance case.

**14**  
working days

14 working days (underground cable-not exceeding 120 meters. A RM50 rebate may be claimed for every non-compliance case.

**4**  
months

As soon as you have paid the connection charge / performed successful substation handover / ensured site is ready, we are committed to undergo full or partial commission of projects within 4 months for supply up to 33kV (with substation).

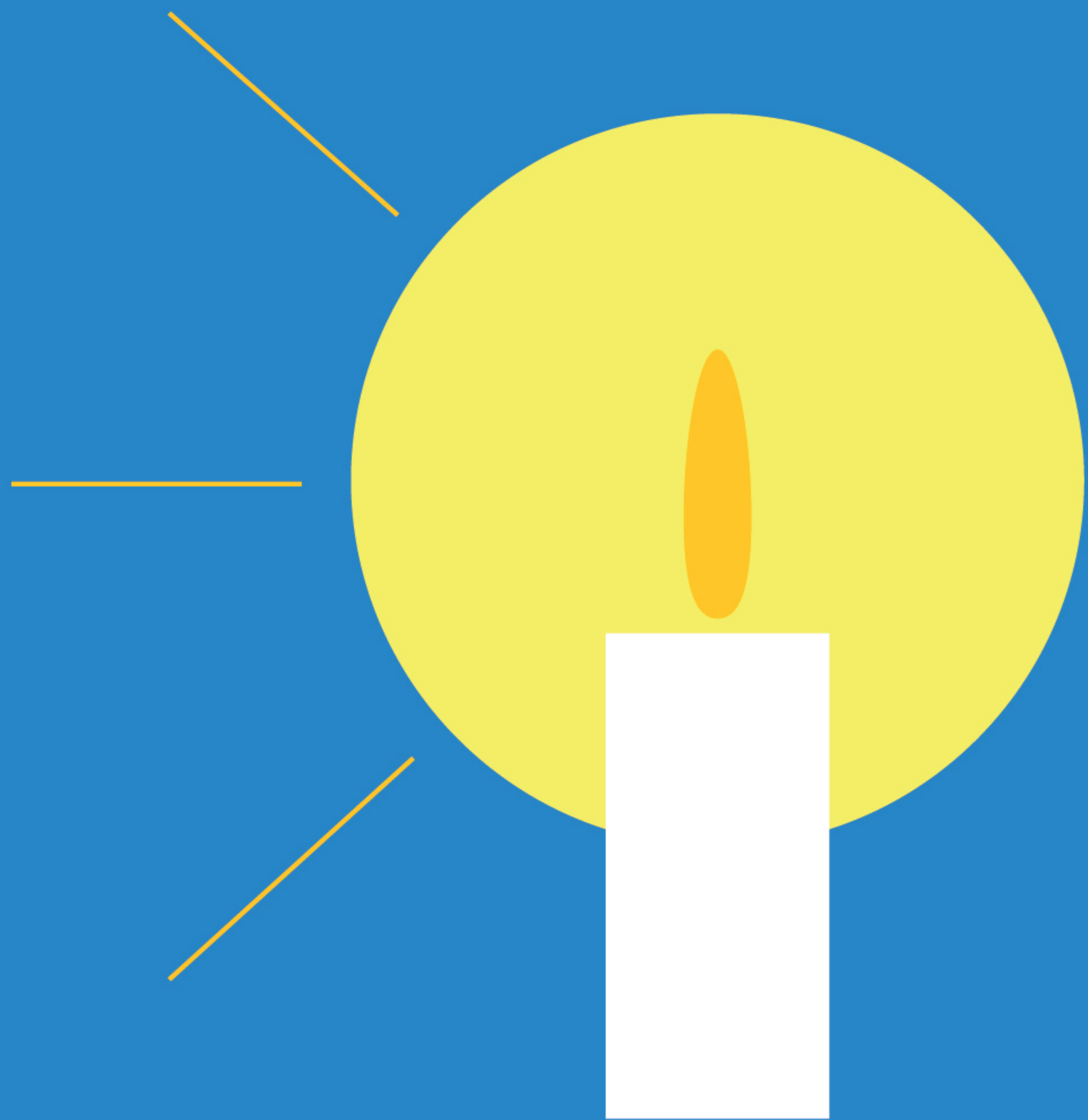
**3**  
working days

For individual low voltage domestic customers, we will install your meter and connect electricity supply within 3 working days after deposit is paid\*. A rebate of RM50 may be claimed for every case of non-compliance. \*(subject to accessibility and mutually agreed appointment date).

**1**  
hour

You may make an appointment with our nearest customer service centre to connect your electricity supply and we promise to attend to your request within 1 hour of the time agreed or, in the event of a deferment, to inform you not less than 1 hour before said time.

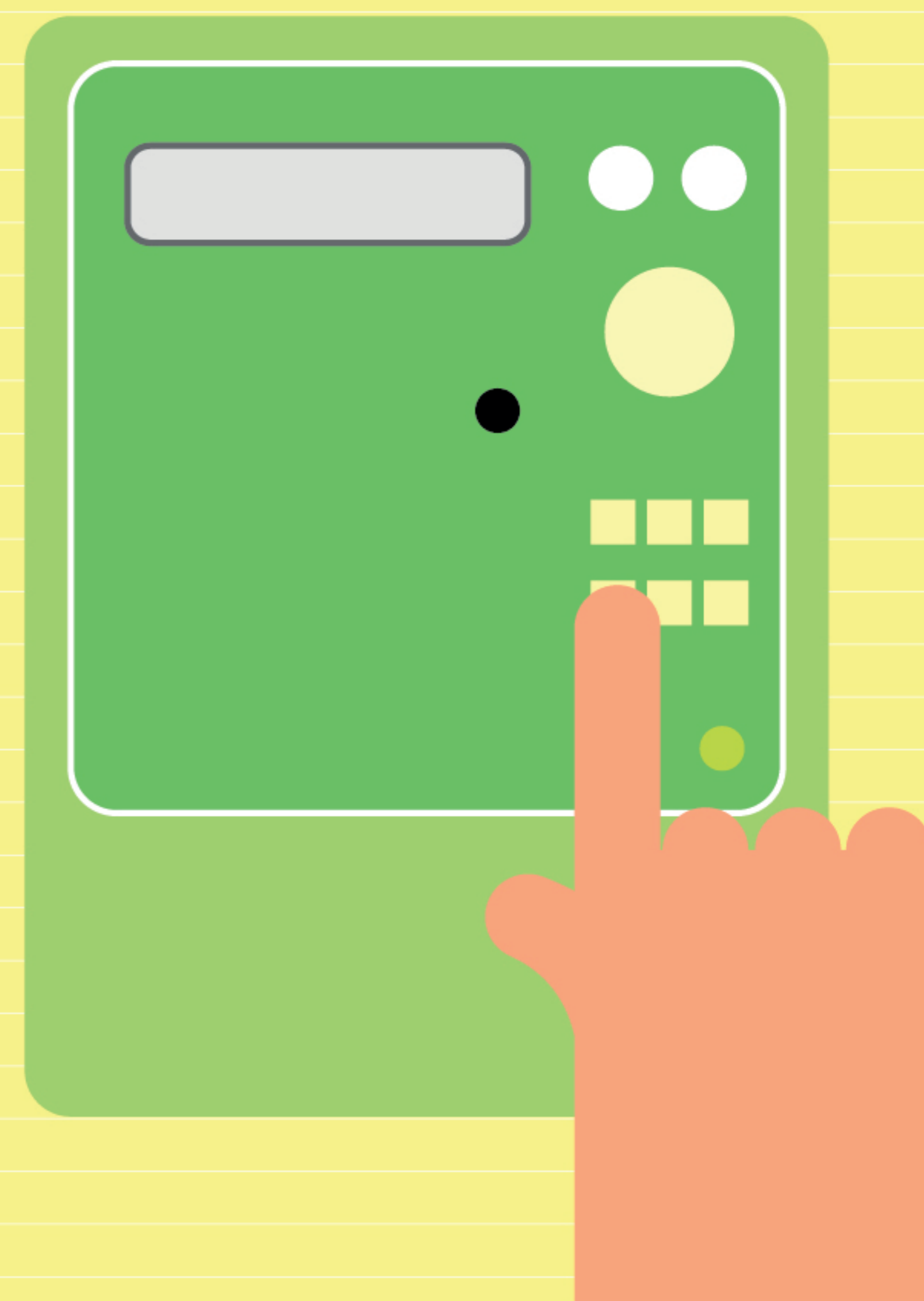




## Notifying you in advance of planned maintenance work.

**2**  
calendar days

You may check our website for Power Alert notices which we issue at least 2 calendar days in advance of a planned shutdown.



## Offering efficient metering services.

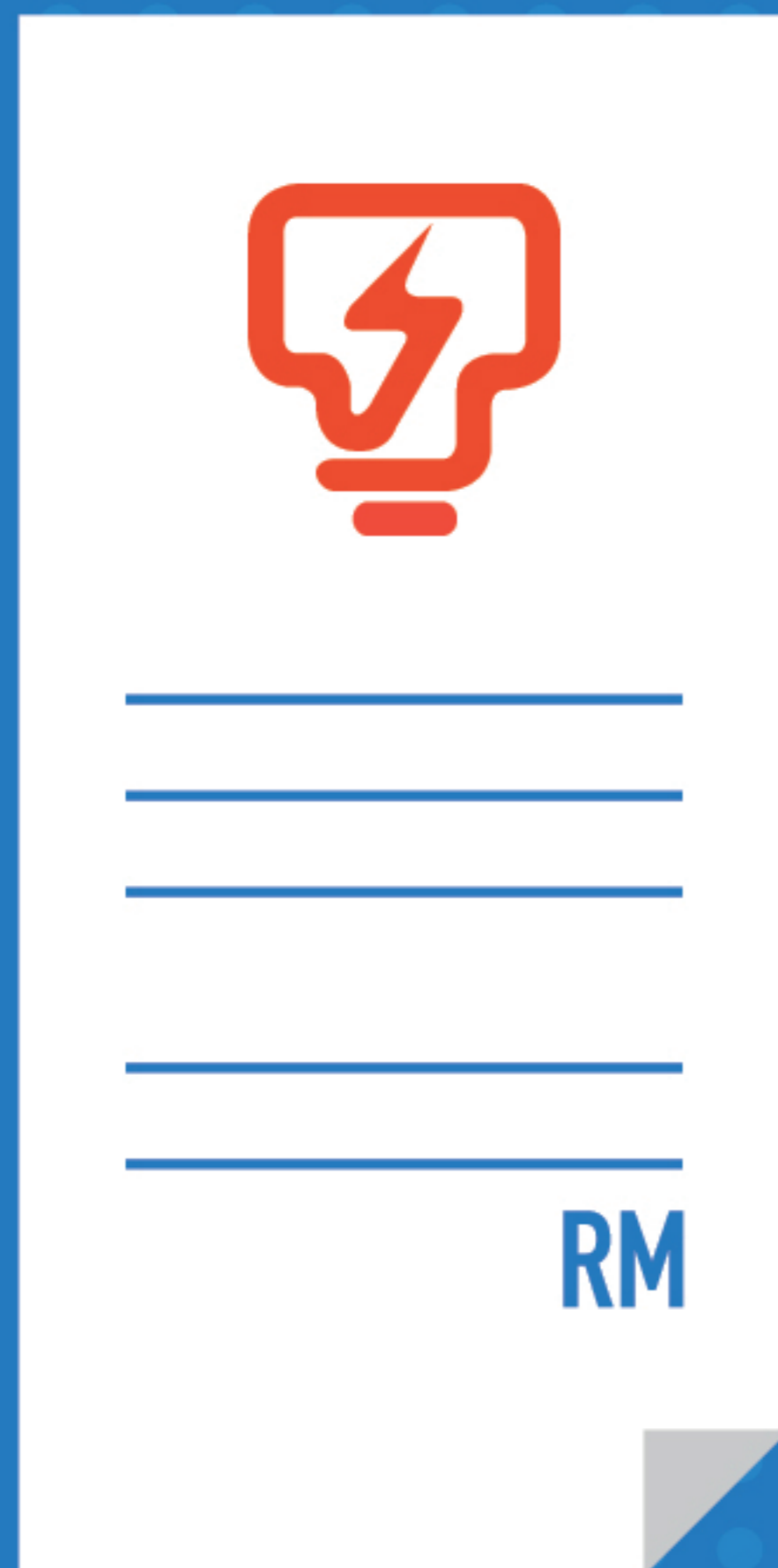
**2**  
working days

Upon request for a meter check and provision of access to your meter panel, we will proceed to investigate any and all meter irregularities within 2 working days.

**3**  
working days

Once an appointment has been made and access to your property assured, we promise to replace/relocate your meter within 3 working days upon completion of our investigation.





## Showing you your energy usage with easy-to-read bills.

Please make your meter accessible for reading and we will issue a monthly bill to you.



**REBATE**

## Ensuring an uninterrupted electricity supply at your premises.

RM  
100

In the event that we wrongfully disconnect your electricity supply, you are entitled to claim a RM100 rebate.





## Answering your calls quickly.



Please call 15454 and we will answer any enquiries about interruption of supply within 30 seconds.



Upon request, we will provide initial supply interruption information within 1 hour.



## Responding swiftly to your enquiries and concerns.



Kindly take a payment counter queue number with your electricity bill in hand and we will serve you within 15 minutes.





**Serving you promptly  
at our customer service  
centre.**

**Upon lodging an official complaint with us,  
we are committed to:**

**180**  
days

To rectify and to correct voltage complaint  
which requires network reinforcements.

**30**  
working  
days

Complete investigation of over-voltage  
complaints within 30 working days.

**14**  
calendar  
days

Provide a complete report of voltage sag incidents  
within 14 calendar days.

**7**  
working  
days

Reply to written enquiries or complaints within  
7 working days.