

## SuRIA Home — Frequently Asked Questions (FAQ)

English | Bahasa Melayu

ENGLISH	BAHASA MELAYU
<b>Q1: What is SuRIA Home?</b>	<b>S1: Apakah itu SuRIA Home?</b>
<p><b>Sustainable Rebate &amp; Incentive Assistance (SuRIA) Home</b> is an incentive programme launched by the Government to help Domestic customers <b>reduce electricity costs</b> through the installation of rooftop solar photovoltaic (PV) systems.</p> <p>This programme is part of the Government's efforts to <b>address challenges arising from rising energy costs and uncertainty in the global energy market</b>, while accelerating Malaysia's national energy transition agenda towards 70% renewable energy capacity by 2050.</p> <p><b>A cash rebate of up to RM3,000</b> is available for eligible customers who participate in the Solar ATAP (Accelerated Transition Action Program) scheme and successfully install and commission their solar PV system with TNB <b>by 31 December 2026</b>.</p>	<p><b>Sustainable Rebate &amp; Incentive Assistance (SuRIA) Home</b> ialah program insentif yang dilancarkan oleh Kerajaan bagi membantu pelanggan Domestik <b>mengurangkan kos elektrik</b> melalui pemasangan sistem solar fotovoltai (PV).</p> <p>Program ini merupakan sebahagian daripada usaha Kerajaan untuk <b>menangani cabaran akibat kenaikan kos tenaga dan ketidaktentuan pasaran tenaga global</b>, sambil mempercepatkan agenda peralihan tenaga nasional Malaysia untuk mencapai kapasiti tenaga boleh diperbaharui sebanyak 70% menjelang 2050.</p> <p><b>Rebat tunai sehingga RM3,000</b> tersedia untuk pelanggan yang layak di bawah skim Solar ATAP (<i>Accelerated Transition Action Program</i>) dan berjaya memulutugas sistem solar PV mereka dengan TNB <b>sehingga 31 Disember 2026</b>.</p>
<b>Q2: Who is eligible for SuRIA Home?</b>	<b>S2: Siapakah yang layak untuk SuRIA Home?</b>
<p>You are eligible if you meet all of the following criteria:</p> <ul style="list-style-type: none"><li>• TNB individual customers under Domestic Tariff (Excluding companies)</li><li>• Solar ATAP installation commissioned by 31 December 2026</li><li>• Malaysian citizens</li><li>• No prior cash rebate received under the SolarIS programme</li></ul> <p><i>*Each customer is entitled to ONE (1) rebate only</i></p>	<p>Anda layak menerima sekiranya memenuhi kriteria berikut:</p> <ul style="list-style-type: none"><li>• Pelanggan individu TNB di bawah Tarif Domestik (Tidak termasuk syarikat)</li><li>• Pemasangan Solar ATAP yang berjaya mulatugas sehingga 31 Disember 2026</li><li>• Warganegara Malaysia</li><li>• Tiada rebat terdahulu yang diterima di bawah program SolarIS</li></ul> <p><i>*Setiap pelanggan layak menerima SATU (1) rebat sahaja</i></p>
<b>Q3: How can I apply for SuRIA Home?</b>	<b>S3: Bagaimanakah cara untuk saya memohon SuRIA Home?</b>
<p>Please refer to the infographic below for the step-by-step application process.</p>	<p>Sila rujuk infografik di bawah untuk langkah-langkah permohonan secara terperinci.</p>
<b>Q4: How much rebate will I receive?</b>	<b>S4: Berapakah jumlah rebat yang akan saya terima?</b>
<p>Your eligible rebate amount is based on your system's Declared Installed Capacity (kWac) as shown in your Solar ATAP certificate. You will receive RM600 for every 1 kWac, up to a maximum of RM3,000.</p> <ul style="list-style-type: none"><li>• Example 1: 2.5 kWac × RM600 = RM1,500</li></ul>	<p>Jumlah rebat yang layak anda terima adalah berdasarkan kapasiti pemasangan yang didaftarkan (<i>Declared Installed Capacity, kWac</i>) seperti yang dinyatakan dalam sijil Solar ATAP anda. Anda akan menerima RM600 bagi setiap 1 kWac, sehingga maksimum RM3,000.</p> <ul style="list-style-type: none"><li>• Contoh 1: 2.5 kWac x RM600 = RM1,500</li></ul>

- Example 2: 5.0 kWac × RM600 = RM3,000 (Maximum)

If your system capacity is more than 5 kWac, you are eligible to receive the maximum RM3,000 cash rebate.

- Contoh 2: 5.0 kWac x RM600 = RM3,000 (Maksimum)

Sekiranya kapasiti sistem anda melebihi 5 kWac , anda layak menerima jumlah rebat tunai maksimum sebanyak RM3,000.

#### Q5: When will I receive my rebate payment?

We will begin notifying eligible customers via their TNB-registered email in phases from **1 June 2026 onwards** to submit your preferred local bank account details.

Once verified, the cash rebate will be transferred **within seven (7) working days**, subject to bank processing time.

\*The bank account details provided must belong to the TNB-registered customer.

#### S5: Bilakah saya akan menerima bayaran rebat?

Kami akan mula memaklumkan pelanggan yang layak melalui e-mel berdaftar dengan TNB secara berperingkat **mulai 1 Jun 2026** untuk menghantar maklumat akaun bank tempatan pilihan anda.

Setelah pengesahan, rebat tunai akan dipindahkan dalam **tempoh tujuh (7) hari bekerja**, tertakluk kepada masa pemprosesan bank.

\*Maklumat akaun bank yang dihantar mesti di atas nama pelanggan berdaftar TNB.

#### Q6: What if I installed my Solar ATAP system before 1 June 2026?

Customers who successfully commission their solar PV system under the Solar ATAP scheme with TNB by 31 December 2026 are eligible for the SuRIA Home rebate.

#### S6: Bagaimana jika saya telah memasang sistem Solar ATAP sebelum 1 Jun 2026?

Pelanggan yang berjaya memulatugas sistem solar PV di bawah skim Solar ATAP dengan TNB sehingga 31 Disember 2026 layak untuk menerima rebat SuRIA Home.

#### Q7: I own multiple houses with Solar ATAP installations. Can I claim the rebate for all of them?

We appreciate that you may have invested in solar across multiple properties. However, this programme entitles each customer to one rebate only, which will be applied to the first house you successfully commission under Solar ATAP scheme with TNB.

#### S7: Saya memiliki beberapa rumah dengan pemasangan Solar ATAP. Bolehkah saya menuntut rebat untuk semua rumah?

Kami memahami bahawa anda mungkin mempunyai pemasangan solar di lebih daripada satu rumah. Walau bagaimanapun, setiap pelanggan hanya layak menerima satu rebat sahaja, yang akan diberikan bagi rumah pertama yang berjaya dimulatugas di bawah skim Solar ATAP dengan TNB.

#### Q8: I purchased a house with an existing Solar ATAP installation from the previous owner. Can I apply for the rebate?

If the previous owner has already claimed the rebate for that installation, unfortunate you are not eligible for SuRIA Home rebate. The rebate is linked to the system's first commissioning.

#### S8: Saya membeli rumah yang mempunyai pemasangan Solar ATAP sedia ada daripada pemilik terdahulu. Bolehkah saya memohon rebat?

Sekiranya pemilik terdahulu telah menuntut rebat bagi sistem tersebut, anda tidak layak untuk menerima rebat SuRIA Home. Rebate ini adalah berdasarkan mulatugas pertama sistem Solar ATAP.

#### Q9: I added solar PV capacity after 1 June 2026. Am I eligible for an additional rebate?

If you have already received your rebate from the first commissioning, no further rebate will be given for any added capacity.

#### S9: Saya menambah kapasiti solar PV selepas 1 Jun 2026. Adakah saya layak mendapat rebat tambahan?

Sekiranya anda telah menerima rebat daripada mulatugas pertama sistem solar PV anda, rebat tambahan tidak akan diberikan bagi sebarang penambahan kapasiti.

However, your additional solar panels will continue to generate savings on your electricity bill for years to come.

Namun begitu, anda akan terus menikmati penjimatan bil elektrik anda melalui penambahan kapasiti untuk jangka masa panjang.

**Q10: When will the SuRIA Home programme end?**

**S10: Bilakah program SuRIA Home akan berakhir?**

The rebate is allocated on a **first-come, first-served basis** to customers who successfully commission their Solar ATAP system with TNB by 31 December 2026, or until the RM150 million allocation for the SuRIA Home rebate is fully utilised — whichever comes first.

Rebat diagihkan berdasarkan prinsip **first-come, first-served** bagi pelanggan Solar ATAP yang berjaya memulatugas sistem solar PV mereka dengan TNB sehingga 31 Disember 2026, atau sehingga peruntukan rebat SuRIA Home sebanyak RM150 juta habis diagihkan — yang mana terdahulu.

**Q11: I haven't received my SuRIA Home email after commissioning. What should I do?**

**S11: Saya belum menerima e-mel SuRIA Home selepas mulatugas. Apakah yang perlu saya lakukan?**

Eligible customers will be notified on SuRIA Home eligibility via their TNB-registered email in phases from **1 June 2026 onwards**, upon receiving their Solar ATAP Welcome Letter. If you have not received it, you may check your spam folder.

Pelanggan yang layak akan dimaklumkan mengenai kelayakan SuRIA Home melalui e-mel berdaftar TNB secara berperingkat **mulai 1 Jun 2026**, selepas menerima e-mel pengesahan menyertai program Solar ATAP. Jika anda belum menerimanya, sila semak folder spam anda.

For further assistance, kindly contact TNB CareLine via:

Untuk bantuan lanjut, sila hubungi TNB CareLine melalui:

- Call: [1-300-88-5454](tel:1-300-88-5454)
- Email: [CareLine@myTNB.my](mailto:CareLine@myTNB.my)
- Social Media: [Facebook TNB CareLine](#) or [X @Tenaga Nasional](#)

- Talian: [1-300-88-5454](tel:1-300-88-5454)
- E-mel: [CareLine@myTNB.my](mailto:CareLine@myTNB.my)
- Media Sosial: [Facebook TNB CareLine](#) atau [X @Tenaga Nasional](#)

**Q12: Why was my bank account details submission rejected?**

**S12: Mengapakah penghantaran butiran akaun bank saya ditolak?**

Please note that your bank account details (i.e. Full name, NRIC number) must match with the registered TNB account holder.

Sila ambil maklum bahawa butiran akaun bank anda (seperti Nama penuh, Nombor Kad Pengenalan) mesti sama dengan akaun TNB yang berdaftar.

A joint bank account is allowed, provided the TNB-registered customer is the principal account holder of the bank account.

Akaun bank bersama adalah dibenarkan, dengan syarat pelanggan berdaftar TNB adalah penama pertama kepada akaun bank tersebut.

Your bank account details submission may have been rejected due to one of the following reasons:

Penghantaran butiran bank anda mungkin ditolak atas sebab-sebab berikut:

- Incorrect bank name selected
- Incorrect bank account number provided
- Bank account belongs to a third party

- Nama bank yang dipilih tidak betul
- Nombor akaun bank yang diberikan tidak betul
- Akaun bank milik pihak ketiga

**Q13: What should I do if my bank account details submission was rejected?**

We understand this can be frustrating, and we are here to help you resolve it. If your submission was rejected for any of the reasons listed in Q12, please complete the '[Data Change Request Form](#)' and attach the following supporting documents:

- i. Copy of your NRIC
- ii. Copy of the front page of your bank statement

You may submit them via:

- Email: [CareLine@myTNB.my](mailto:CareLine@myTNB.my)
- Your nearest Kedai Tenaga

**S13: Apakah yang perlu saya lakukan jika penyerahan butiran akaun bank saya ditolak?**

Sekiranya penyerahan butiran anda ditolak atas mana-mana sebab yang dinyatakan di S12, sila lengkapkan '[Borang Permintaan Perubahan Data](#)' dan lampirkan dokumen sokongan berikut:

- i. Salinan Kad Pengenalan anda
- ii. Salinan muka hadapan penyata bank anda

Anda boleh menyerahkannya melalui:

- E-mel: [CareLine@myTNB.my](mailto:CareLine@myTNB.my)
- Kedai Tenaga yang berdekatan