



Solar For Rakyat Incentive Scheme

## Frequently Asked Questions for Solar for Rakyat Incentive Scheme (SolaRIS)

### 1. What is SolaRIS?

**Solar For Rakyat Incentive Scheme, SolaRIS** is an incentive programme launched by the Government aimed at attracting new installations of solar photovoltaic (PV) systems in residential premises. This programme supports the government's goal of increasing renewable energy capacity in the electricity supply system to 70% by the year 2050 and reducing carbon emissions.

A cash rebate of up to RM4,000 will be given to residential customers who submit Net Energy Metering (NEM) application to Sustainable Energy Development Authority (SEDA) Malaysia from 1<sup>st</sup> April 2024 onwards and successfully commission their solar PV system installations with TNB.

### 2. Who is eligible for SolaRIS?

Customers are eligible for the rebate if they fulfil the following criteria:

- TNB Residential Customers (Tariff A) \*Exclude businesses
- Successful first-time NEM Rakyat applicants from 1 April 2024 onwards (Customers with prior NEM approvals are not eligible)
- Malaysian citizens

\*Each customer is entitled to only ONE (1) rebate

### 3. How can I participate in the SolaRIS programme?

You may refer to the infographics.

### 4. How much will I get for the SolaRIS rebate?

The rebate shall be based on your Declared Installed Capacity (kWac). You can check this in your NEM Rakyat Certificate. 1kWac is equivalent to RM1,000 (with capping of RM4,000).

Example 1:	Example 2:
Solar PV Declared Installed Capacity = 2.45kWac Cash Rebate = 2.45kWac * RM1,000 = RM2,450	Solar PV Declared Installed Capacity = 5.00kWac Cash Rebate = RM4,000 (maximum)

### 5. When will I receive the rebate payment?

The rebate payment will only be made after the installation and commissioning of the solar PV system under the NEM Rakyat programme and will be deposited into TNB customer's local bank account, subject to the terms and conditions of the SolaRIS programme.

**6. I obtained approval for my NEM Rakyat before 1 April 2024. Am I eligible for the rebate?**

No. Only those who apply and obtain approval from 1 April 2024 onwards are eligible. You can refer to the submission and approval date from your NEM Rakyat certificate produced by SEDA.

**7. I apply for NEM Rakyat before 1 April 2024 and obtained the NEM Rakyat certificate after 1 April 2024. Am I eligible for the rebate?**

No. Only those who apply and obtain approval from 1 April 2024 onwards are eligible. You can refer to the submission and approval date from your NEM Rakyat certificate produced by SEDA.

**8. I have multiple houses with solar PV installations, and I submitted the application under NEM Rakyat after 1 April 2024. Can I apply the rebate for all?**

No, you are entitled to only one rebate for one house that was first successfully commissioned with TNB after 1 April 2024.

**9. I have purchased a house with existing solar PV installation under NEM Rakyat from the previous owner. Can I apply for the rebate?**

No, you are not eligible:

- i. if the previous owner has already received the rebate.
- ii. if the previous owner has commissioned the solar PV installation before 1 April 2024.

**10. I have installed additional solar PV capacity after 1 April 2024. Am I eligible to receive the SolaRIS rebate?**

No, you are not eligible for the rebate. Existing NEM customers who increased their solar PV installation capacity are not eligible for the rebate.

**11. I have withdrawn from the previous NEM Rakyat quota and have not yet installed the solar PV installation. Am I eligible for the rebate if I obtain the new quota approval after 1 April 2024?**

No, you are not eligible for the rebate. Only successful first-time NEM Rakyat applicants from 1 April 2024 onwards are eligible to receive the rebate.

**12. I surrendered my NEM Rakyat quota after commissioning the solar PV installation. Am I eligible for the rebate if I obtain new approval after 1 April 2024?**

No, you are not eligible for the rebate. Only successful first-time NEM Rakyat applicants from 1 April 2024 onwards are eligible to receive the rebate.

**13. I have received previous NEM quota and obtained NEM Rakyat quota. Am I eligible to receive the SolaRIS rebate?**

If you have previously received approval for NEM quota and subsequently apply for NEM Rakyat after 1 April 2024, you will not be eligible for SolaRIS rebate. This is because the eligibility for the rebate is limited to first-time NEM Rakyat applicants after 1 April 2024 who have not obtained prior NEM approvals.

**14. When is the last date to apply SolarIS?**

The rebate allocation is on a first come, first served basis from 1 April 2024 and successfully commission the solar PV system installations with TNB latest by 30 April 2025, or until all quotas under NEM Rakyat are fully distributed, whichever comes first.

**15. I did not receive any email on SolarIS after commissioning my solar PV installation. What should I do?**

Eligible applicants will receive SolarIS email from TNB within 14 working days after receiving the confirmation email from TNB on joining NEM Rakyat (NEM Welcome Letter). You can reach out to TNB CareLine via the following channels:

- Call 1-300-88-5454
- Email to [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my)
- Private Message (PM) on Facebook TNB Careline or Direct Message (DM) on X @Tenaga\_Nasional

**16. I have submitted the bank account details through the link provided in the SolarIS email and then received an email on the payment being rejected. Why is my payment rejected?**

You need to submit your own bank account details. A joint bank account is allowed, provided your name is the primary account holder. Common reasons for payment rejection are:

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

**17. What should I do when I receive the email about payment rejection?**

You need to fill up our 'Data Change Request' Form here, together with the supporting documents (copy of NRIC and copy of front-page bank statement) and submit:

- via email to TNB CareLine – [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my)
- via walk-in to the nearest Kedai Tenaga