



# TNB NEM Application User Guide

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Improve customer experience, and strengthen TNB's leadership in renewable energy by providing a more efficient and user-friendly path to clean energy adoption.

Prepared by





# Welcome to myTNB Portal!

Everything you need to know about TNB is right here. Easy and convenient.

New here? Register now!

Enter Email Address

**Renewable Energy** <

Benefits Of Generating Your Own RE

Enter Password

Find The Right RE Solution For You

Find Out More About Our Green Products

Guidelines For Service Provider Electrical Contractor Consultant

**NEM Application**

NEM Net Energy Metering

Skip the queue and pay your electricity bill here

SELCO Self Consumption

Express Payment: FIT Feed-in Tariff

LSS Large Scale Solar

NEDA New Enhanced Dispatch Arrangement

Renewable Energy Certificate

Solar Energy Purchase



Merry  
Christmas

&

HAPPY NEW  
YEAR



## myTNB Portal

To access, click NEM application under Renewable Energy module in myTNB Portal.

## myTNB Portal

Upon clicking the NEM Application, you will find further details below in the next page.



Benefits Of Generating Your Own RE



Find The Right RE Solution For You



Find Out More About Our Green Products



Guidelines For Service Provider Electrical Contractor Consultant



NEM Application



NEM Net Energy Metering



SELCO Self Consumption



FIT Feed-in Tariff



LSS Large Scale Solar



NEDA New Enhanced Dispatch Arrangement



Renewable Energy Certificate



Solar Energy Purchase



### TNB's Net Energy Metering (NEM) Application Platform is open from 2 January 2025

We are excited to announce that the **TNB Net Energy Metering (NEM) Application Platform** is officially open to all **Registered Photovoltaic Service Providers (RPVSP)** starting **2 January 2025**.

RPVSPs / Contractors / Consultants can now submit NEM applications on behalf of customers for all categories, whether for new installations or upgrades/downgrades to existing NEM capacities.

We will guide you how to submit the NEM application:



In this page, you may find more information on the NEM Application Platform and guidance on how to submit the NEM Application via the new platform.

# NEM Online Application Announcement Page



1

Kindly ensure you have the following documents ready before submitting the application:

- NEM Certificate
- NEM Contract (Electricity Supply Application [NEM Application] and Terms & Conditions based on NEM Category)
- Copy of IC for individual TNB account or Letter of authorization from company and Representative's copy of IC for non individual TNB account
- ST Generation License (Required for NEM Capacity >24kWac for single phase or >72kWac for three phase)
- G & H Form
- Copy of competent certificate or confirmation of competency from accreditation body
- NEM Testing & Commissioning Form
- Image of TNB Meter

Once all documents are prepared, click the link below to submit the NEM application and help your customers begin their journey toward sustainable energy savings. [Click here](#) for guide to submit the NEM application.

Submit NEM Application

2

3

Together, let's build a brighter, greener future!

## myTNB Portal

1. You may find list of documents required for the NEM application.
2. For guide on the submission, you may click here to obtain the user guide.
3. Click Submit NEM application and you will be redirected to the form, and proceed in submitting your NEM application accordingly.

# **Net Energy Metering (NEM) Application Form**

2

\*=Mandatory fields

**NEM Application Details**

\*Application Type  
Select Application Type

**Service Provider/Contractor/Consultant Details**

\*Company Name      \*PIC Name  
     

\*PIC Email Address      \*PIC Mobile Number  
     

**Customer Details**

\*TNB Registered Account Number      \*TNB Registered Account Name  
     

\*Email Address      \*Mobile Number  
     

\*Address Line 1      Address Line 2  
     

\*Postcode      \*State  
      Select State

3

**File Attachment for Application**

The maximum size for each file uploaded must not exceed 2MB and pdf are allowed

**NEM Certificate \***  
Click [here](#) to view the sample  
 Or drop files

**NEM Contract (Application for Electricity Supply - NEM Application) \***  
Click [here](#) to view the sample  
 Or drop files

**Copy of IC (Individual TNB Account) / Company's Authorization Letter and Representative's Copy of IC (Non-Individual TNB Account) \***  
Click [here](#) to view the sample  
 Or drop files

**NEM Testing and Commissioning Form \***  
Click [here](#) to view the sample  
 Or drop files

**Image of TNB Meter \***  
Click [here](#) to view the sample  
 Or drop files

**ST License (Required for NEM Capacity more than 24kWac for single phase or more than 72kWac for three phase)**  
Click [here](#) to view the sample  
 Or drop files

**NEM Contract (Terms and Conditions) \***  
Click [here](#) to view the sample  
 Or drop files

**Competent Certificate / Confirmation of Competency from Accreditation Body \***  
Click [here](#) to view the sample  
 Or drop files

**G and H Form \***  
Click [here](#) to view the sample  
 Or drop files

4

## NEM Application Form: Page 1

1. Access the Form.
2. The form is divided into mandatory and optional fields. Ensure all required fields (marked with \*) are filled out to avoid submission errors.
3. Scroll Down to File Attachment for Application. Upload the pdf document not more than 2MB.
4. After verifying all fields and documents, click the Next button at the bottom of the form.

## 1 NEM Application Details

Application Type  
New NEM Application

### Service Provider/Contractor/Consultant Details

Company Name Telcowin	PIC Name Shafiqah Hamdan
PIC Email Address shafiqah.hamdan@telcowin.com	PIC Mobile Number 0123456789

### Customer Details

TNB Registered Account Number 123456789012	TNB Registered Account Name Shafiqah Test
Email Address nurulshafiqahamdan@gmail.com	Mobile Number 0123456789
Address Line 1 KL	Address Line 2
Postcode 12345	State KUALA LUMPUR

### Files Uploaded

NEM Certificate	ST License (Required for NEM Capacity more than 24kWac for single phase or more than 72kWac for three phase)
8. TNB Meter_Redacted.PDF 182 KB	8. TNB Meter_Redacted.PDF 182 KB
NEM Contract (Application for Electricity Supply - NEM Application)	NEM Contract (Terms and Conditions)
8. TNB Meter_Redacted.PDF 182 KB	8. TNB Meter_Redacted.PDF 182 KB
Copy of IC (Individual TNB Account) / Company's Authorization Letter and Representative's Copy of IC (Non-Individual TNB Account)	Competent Certificate / Confirmation of Competency from Accreditation Body
8. TNB Meter_Redacted.PDF 182 KB	8. TNB Meter_Redacted.PDF 182 KB
NEM Testing and Commissioning Form	G and H Form
8. TNB Meter_Redacted.PDF 182 KB	8. TNB Meter_Redacted.PDF 182 KB
Image of TNB Meter	
8. TNB Meter_Redacted.PDF 182 KB	

## 2 Acknowledgement For NEM Application

- I have read and agreed to TNB's [Terms of Use & Anti-scam Policy](#) and [Personal Data Protection Policy](#)
- I hereby acknowledge that all information given are complete, true and accurate. I understand that TNB shall have the right to report directly to the Energy Commission / Sustainable Energy Development Authority if the information provided is false. I also understand that this application for the customer whom I am representing will be reworked if the information is inaccurate / incomplete.

Should you have any enquiries, you may contact us via TNB CareLine at 1-300-88-5454 or email us at [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my).

← Back

Submit →

4

## NEM Application Form: Page 2

1. Review all information entered on Page 1.
2. Scroll down to Acknowledgement For NEM Application.
3. Tick the checkboxes.
4. Click **Submit** to proceed after completing all entries in this section.



## Net Energy Metering (NEM) Application Form



### **You are one step closer!**

We have received your application. Once it is assigned to specific Kedai Tenaga, you will receive an email notification within 24 hours.

Should you have any enquiries, you may contact us via TNB CareLine at 1-300-88-5454 or email to

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

## **NEM Application Form: Page 3**

Service Provider will be directed to this acknowledgment page.



NEM myTNB <nem\_mytnb@tnb.com.my>

6:52AM (2 minutes ago) ☆ ↶ ⋮

to me

## TNB NEM Application



Dear Service Provider/Consultant/Contractor,

### Your NEM Application has been submitted successfully.

We are pleased to inform you that your NEM Application has been successfully submitted to Kedai Tenaga and our team will be processing your application

If you need to check the status of your NEM application at any time, please refer to your assigned Kedai Tenaga for assistance.

Application Type  
**New NEM Application**

#### Customer Details

TNB Registered Account Number	123456789012
TNB Registered Account Name	Shafiqah Test
Email Address	<a href="mailto:nurulshafiqahhmdan@gmail.com">nurulshafiqahhmdan@gmail.com</a>
Mobile Number	0123456789
Address	KL null
State	KUALA LUMPUR

#### Kedai Tenaga Details

Kedai Tenaga Assigned	TNB KUALA LUMPUR - PUSAT
Kedai Tenaga Email Address	<a href="mailto:nem-duasentral@tnb.com.my">nem-duasentral@tnb.com.my</a>

## SERVICE PROVIDER

The Service Provider will receive an acknowledgment email with the assigned Kedai Tenaga details.

## TNB NEM Application



Dear Valued Customer,

**Your NEM Application has been submitted successfully.**

We are pleased to inform you that your NEM Application has been successfully submitted to Kedai Tenaga and our team will be processing your application

For any inquiries, please email our TNB Careline at [tnbcareline@tnb.com.my](mailto:tnbcareline@tnb.com.my)

### Application Type

**New NEM Application**

### Customer Details

TNB Registered Account Number	123456789012
TNB Registered Account Name	Shafiqah Test
Email Address	<a href="mailto:nurulshafiqahamdan@gmail.com">nurulshafiqahamdan@gmail.com</a>
Mobile Number	0123456789
Address	KL null
State	KUALA LUMPUR

### Service Provider/Consultant/Contractor

Company	Telcowin
PIC Name	Shafiqah Hamdan
PIC Email Address	<a href="mailto:shafiqah.hamdan@telcowin.com">shafiqah.hamdan@telcowin.com</a>
PIC Mobile Number	0123456789

### Kedai Tenaga Details

Kedai Tenaga Assigned	TNB KUALA LUMPUR - PUSAT
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## CUSTOMER

The Customer also receives an acknowledgement email with the assigned Kedai Tenaga detail.

## KEDAI TENAGA

Kedai Tenaga will be receiving an email on the NEM application together with the attachments, and continue processing the NEM application

- THANK YOU -