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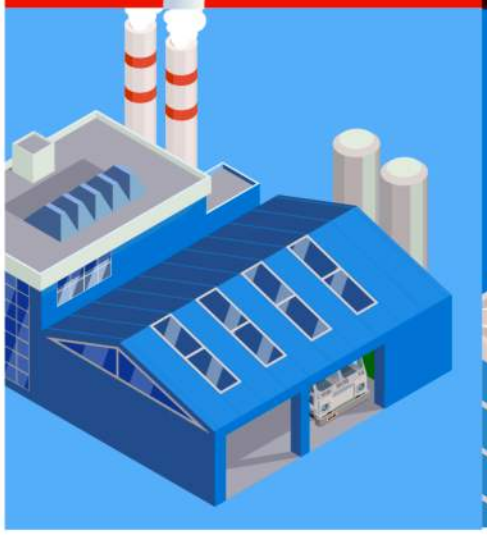
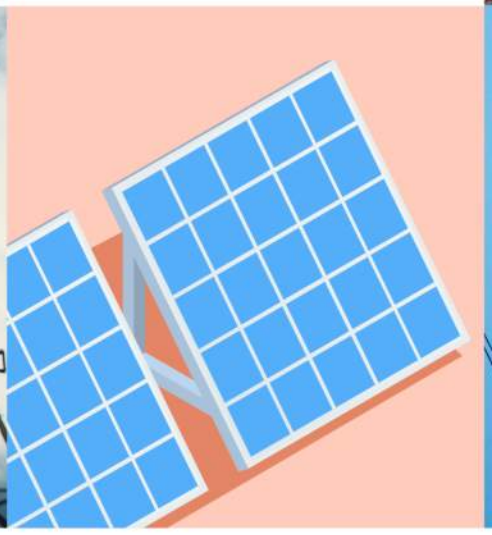


GUIDE TO ELECTRICITY TARIFF



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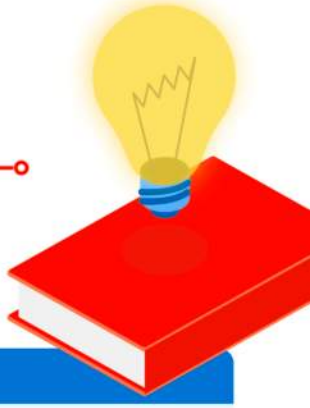
01 Definition

01 Definition



The following definitions shall apply unless the usage is explained otherwise:

Term	Definition
Power Factor	Index used to measure electrical usage efficiency level in line with the requirements of the Malaysian Grid Code and the Malaysian Electricity Distribution Code.
Automatic Fuel Adjustment	A mechanism for adjusting fuel costs based on market price projections for fuel, foreign exchange rates, and adjustments to actual generation costs.
Capacity Charge	Capacity payment under Power Purchase Agreements (PPA) and Service Level Agreements (SLA) to Independent Power Producers (IPPs) to ensure that electricity supply is always available to consumers.
Retail Charge	Fixed cost covering account management, meter reading, billing, and bill payment collection for consumers.
Network Charge	The costs of transmission and distribution of energy.
Energy Charge	The cost of fuel used for the generation of electricity.
Energy Efficiency Incentive	Incentives for domestic and non-domestic low-voltage consumers who practice prudent energy consumption.
Interval Billing Mechanism	A billing mechanism based on energy consumption data recorded periodically at set time intervals.
kVARh	Kilovar-hour.
kWh	Kilowatt-hour.
Consumer	Persons supplied with electricity or whose premises are currently connected for the purpose of electricity supply by a Supply Authority or a Licensee.
Non-domestic Consumer	Consumers occupying premises other than private dwellings, carrying out activities such as commercial, industrial, mining, agriculture, or street lighting.

Term	Definition
Domestic Consumer	Consumers occupying private dwellings and not carrying out any form of business, trade, or professional activity.
Co-generator	Consumers licensed by the Energy Commission to generate electricity for their own use. These co-generation consumers also require an electricity supply from Tenaga Nasional Berhad as a standby supply during maintenance activities or in the event of an interruption to their co-generation system.
Maximum Demand (kW)	The highest maximum demand recorded by the meter in any consecutive thirty-minute period within that month.
Time of Use (ToU)	A tariff structure that applies different energy charges based on usage during peak and off-peak hours.
Validation, Estimation, Editing (VEE)	A method of validation, estimation, and editing of meter reading data to ensure the accuracy, reliability, and completeness of interval data before it is used for billing purposes.
Extra Low Voltage	Voltage exceeding 1 volt but less than or equal to 50 volts.
Extra High Voltage	Voltage exceeding 230,000 volts.
Low Voltage	Voltage exceeding 50 volts but less than or equal to 1,000 volts.
Medium Voltage	Voltage exceeding 1,000 volts but less than or equal to 50,000 volts.
High Voltage	Voltage exceeding 50,000 volts but less than or equal to 230,000 volts.
Off-peak Period	The period between 10:00 PM to 2:00 PM from Monday to Friday, all day (24 hours) on Saturdays and Sundays, and 15 selected public holidays. The 15 selected public holidays are New Year's Day, first day of Chinese New Year, second day of Chinese New Year, first day of Hari Raya Aidilfitri, second day of Hari Raya Aidilfitri, Labour Day, Wesak Day, Seri Paduka Baginda Yang di-Pertuan Agong's Birthday, Hari Raya Aidiladha, Awal Muharram, Independence Day (Merdeka Day), Malaysia Day, Maulidur Rasul, Deepavali, and Christmas Day.
Peak Period	The period between 2:00 PM to 10:00 PM from Monday to Friday.

02 General Information

02
General Information

2.1 Electricity Supply

Electricity is supplied in accordance with the provisions of the Electricity Supply Act 1990, the Licensee Supply Regulations 1990, the Electricity Regulations 1994, as well as any prevailing guidelines, including any amendments and changes made from time to time.

2.2 Voltage

The classification for voltage levels is as follows:

Voltage Level	Voltage
Extra Low	50V and below
Low	Exceeding 50V up to 1kV
Medium	Exceeding 1 kV up to 50 kV
High	Exceeding 50kV up to 230kV
Extra High	Exceeding 230kV

Table 1: Classification of Voltage Levels

For tariff classification purposes, voltage levels are categorised into three groups: Low Voltage (including Extra Low Voltage), Medium Voltage, and High Voltage (including Extra High Voltage).

2.3 Account

(a) All consumers are required to pay a security deposit* equivalent to an estimated two months of electricity consumption. The security deposit serves as collateral and is not an advance payment for electricity bills. Upon termination of the account, the balance of the security deposit will be refunded to the consumer after deducting any outstanding amounts owed by the consumer. The security deposit is non-transferable to other consumers. All cash security deposits will be granted an annual rebate by TNB, calculated either based on a full one-year period or on a prorata basis until the date the account is terminated, and will be credited to the consumer's account.

In accordance with the definition of deposit in the Licensee Supply (Amendment) Regulations 2025.

(b) Should the security deposit amount be less than two months of electricity charges or in excess, TNB may request an additional security deposit, or the consumer may apply for a refund of the excess deposit.

(c) Electricity bills must be settled on or before the date specified in the electricity bill. Electricity supply may be disconnected if the electricity bill remains unpaid after the expiry of the payment due date.

(d) A surcharge will be imposed on consumer accounts for electricity bill payments made exceeding 30 days from the bill issuance date, in accordance with the Licensee Supply Regulations 1990. The surcharge rate is 1% of the total outstanding bill amount for each month, calculated based on the number of days overdue within that month.

2.4 Meter

(a) TNB will provide the necessary meters to measure electricity consumption.

(b) Consumers shall not tamper or allow any person other than authorised TNB personnel to handle TNB equipment and meters.

(c) In the event that a TNB meter is lost, destroyed, or damaged due to the actions or negligence of the consumer, the consumer shall bear all costs to repair or replace the meter to TNB.

(d) Tampering with any aspect of TNB's metering and supply system is an offense under the Electricity Supply Act 1990 and carries penalties of imprisonment and/or fines.

(e) Should a consumer suspect that their meter is not recording accurately, the consumer may apply to have the meter tested by TNB. A testing fee will be charged, and this fee will only be refunded if the meter is found to not comply with the accuracy standards as provided under Regulation 12(2) of the Licensee Supply Regulations 1990.

2.5 Right of Entry to Consumer Premises

Authorised TNB employees are granted permission under the Licensee Supply Regulations 1990 to enter any consumer premises at any time related to electricity supply, meter reading, and inspection of meter installations. The relevant employee must produce valid identification documents demonstrating their authority to enter the premises.

03

Electricity Tariff

03
Electricity Tariff

3.1 Tariff Information

The tariff structure and rates are approved by the Government in accordance with the Incentive-Based Regulation (IBR) framework, pursuant to the provisions under Section 26 of the Electricity Supply Act 1990. The structure and rates presented in this guide are effective from 1 July 2025.

3.2 Determination of Charge Components

The electricity tariff structure includes the determination of charge components as follows:

(a) Generation Charge

i) Energy
ii) Capacity

(b) Network Charge

(c) Retail Charge

Retail charge are exempted for domestic tariff consumers with a monthly consumption of 600 kWh and below.

3.3 Time Zones

The electricity tariff structure is divided into two categories:

(a) General Tariff

Electricity consumption charges are imposed at a fixed rate based on total energy consumption in the billing period.

(b) ToU Tariff

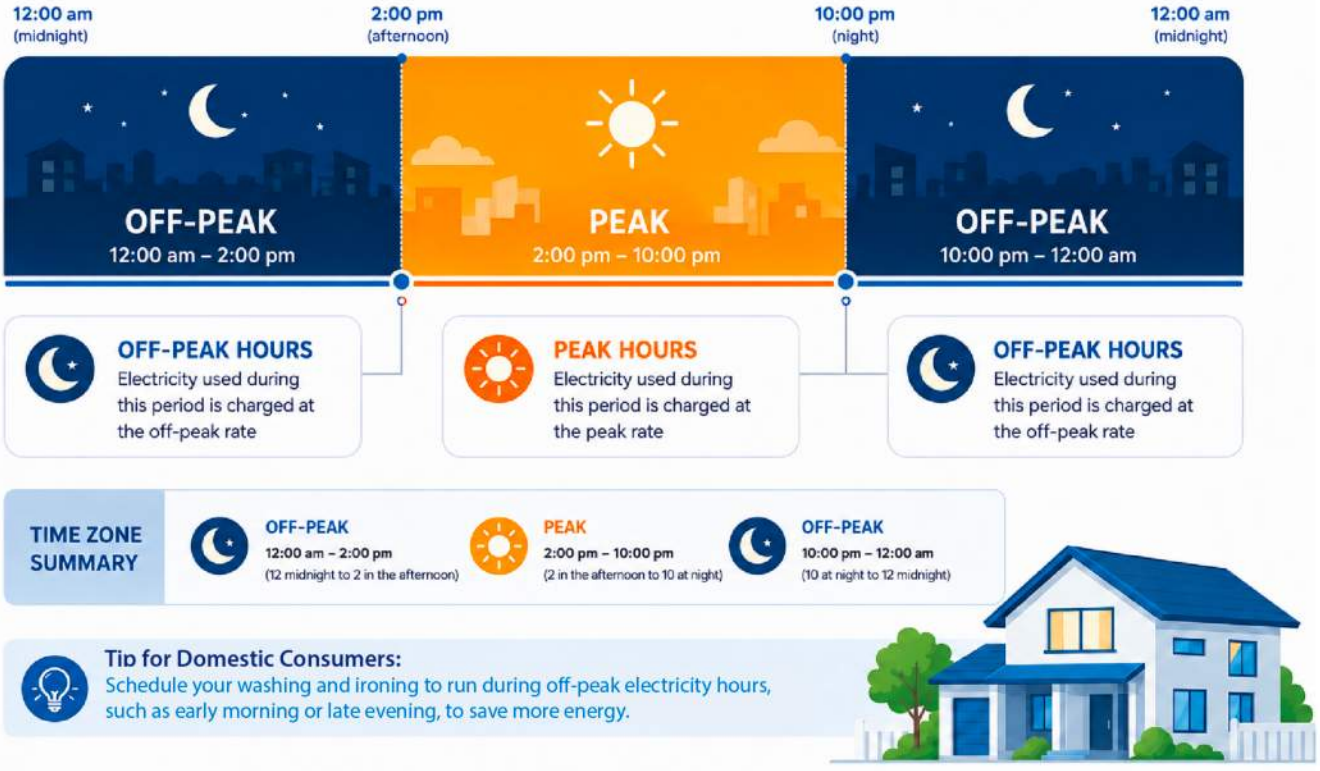
Electricity consumption charges are imposed according to energy usage based on peak and off-peak time zones. Tariff rates differ according to the time zone, where the rate is higher during peak hours compared to the lower rate during off-peak hours.

ToU tariffs require the installation of current transformer (CT) meters or remote meter reading (RMR) and enabled smart meters to facilitate billing via the Interval Billing Mechanism (IBM). This mechanism allows electricity consumption to be recorded in accordance with peak and off-peak time zones using the VEE method.

The time zones for all ToU tariffs are as follows:

Time Zone	Time Period
Peak	2.00 pm to 10.00 pm, Monday to Friday
Off-Peak	• 10.00 pm to 2.00 pm, Monday to Friday • All day (24 hours) Saturday, Sunday, and 15 selected

ILLUSTRATION OF ToU TARIFF TIME ZONES
EXAMPLE: MONDAY - FRIDAY



For the non-domestic TES (Thermal Energy Storage) tariff, the time zones differ according to TES operational requirements as follows:

Time Zone	Time Period
Peak	9.00 am to 9.00 pm, Monday to Friday
Off-Peak	• 9.00 pm to 9.00 am, Monday to Friday • All day (24 hours) Saturday, Sunday, and 15 selected

**The 15 selected public holidays are New Year's Day, the first day of Chinese New Year, the second day of Chinese New Year, the first day of Hari Raya Aidilfitri, the second day of Hari Raya Aidilfitri, Labour Day, Wesak Day, Seri Paduka Baginda Yang di-Pertuan Agong's Birthday, Hari Raya Aidiladha, Awal Muharram, Independence Day (Merdeka Day), Malaysia Day, Maulidur Rasul, Deepavali, and Christmas Day.*

3.4 General Tariff Category

The general tariff categories are as follows:

(a) Domestic

Domestic tariff is applicable to consumers occupying private dwelling premises who do not conduct any form of business, commercial, professional activities or services. This domestic tariff category also includes workers' quarters used as residences, as well as hostel for students and workers.

(b) Non-Domestic

Non-domestic tariff is applicable to consumers occupying premises used for activities other than residential, such as business, industrial, and mining activities. Non-domestic tariff also encompasses premises that provide service activities or facilities, for example: offices, educational institutions, welfare institutions, places of worship, charging point operators (CPO) for electric vehicles (EV), and common facilities managed by a Joint Management Body (JMB).

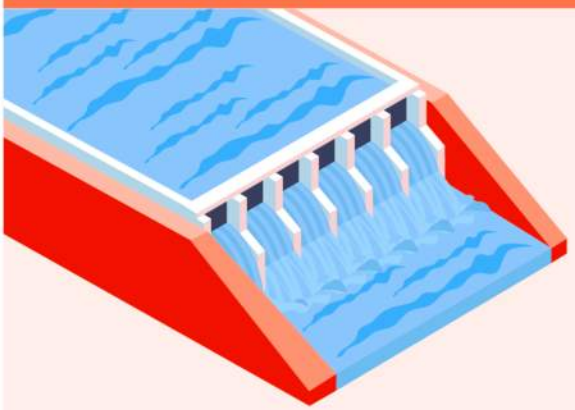
Additionally, for the non-domestic category, a specific non-domestic tariff applies depending on the premises' activities, as follows:

i) Specific Agriculture

Non-domestic specific agriculture tariff is applicable to consumers conducting agricultural and livestock activities according to voltage level categories, namely low voltage and medium voltage. Examples of agricultural and livestock activities include:

- Livestock farming refers to poultry breeding and hatcheries (chickens and ducks), cattle and dairy farming, and other types of livestock production.
- Aquaculture refers to the farming or rearing of marine life, animals and plants, such as shrimp farming, ornamental fish farming, leech farming, and frog farming.
- Horticulture refers to the cultivation of vegetables, fruit, and flowers, as well as urban farming.
- Aquaponics refers to integrated farming system combining aquaculture and hydroponics (growing plants in water without soil) within a single ecosystem.
- Water pumping for irrigation and water control systems for grain production, such as paddy.

ii) Water and Sewerage Operators



Non-domestic water and sewerage operator tariff is applicable to consumers who operate raw water treatment and/or distribute said water for domestic and non-domestic use, as well as those conducting service and sewerage activities such as sewage treatment, according to voltage level categories: low voltage, medium voltage, and high voltage.

Eligibility for this tariff is limited to water and sewerage operators registered with and certified by the Suruhanjaya Perkhidmatan Air Negara (SPAN), covering all premises activities except domestic activities and street lighting.

iii) Street Lighting

Street lighting tariff is applicable for electricity usage dedicated to public lighting purposes, especially outdoor lighting that operates at night. This tariff also covers installations such as:

- Neon lights and floodlights used to illuminate billboards, signboards, bus stops, bridges, telephone booths, and decorative lighting for roads or buildings that do not share a meter with building installations.
- Street lighting on toll and non-toll highways, used for lighting systems along highway routes.
- Traffic lights, tunnel lighting, and pedestrian bridge lighting for public use.

The street lighting tariff is divided into two categories with maintenance and without maintenance:

- Street lighting tariff with maintenance applies to standard street lighting installations on existing TNB poles and maintained by TNB.
- Street lighting tariff without maintenance applies to non-standard street lighting installations (not mounted on TNB poles), owned by Local Authorities, Municipal Councils, District Councils, or the Public Works Department (or knowns as JKR), and which are not maintained by TNB.

Additionally, there are categories of unmetered street lighting as follows:

Individual Street Light	• Individual street lighting is offered to domestic and non-domestic consumers for public use purposes, such as places of worship, community halls and cemeteries. • Street lighting installations must be directed towards the road to illuminate pathways for public use.
Individual Compound Light	• Individual compound lighting is offered to domestic consumers as an alternative to individual street lighting. • These lights are intended to illuminate entrances and the surrounding premises area, enhancing safety and comfort for households.

The rate for each individual street lighting and compound street lighting bulb is set at RM11.00 per month.

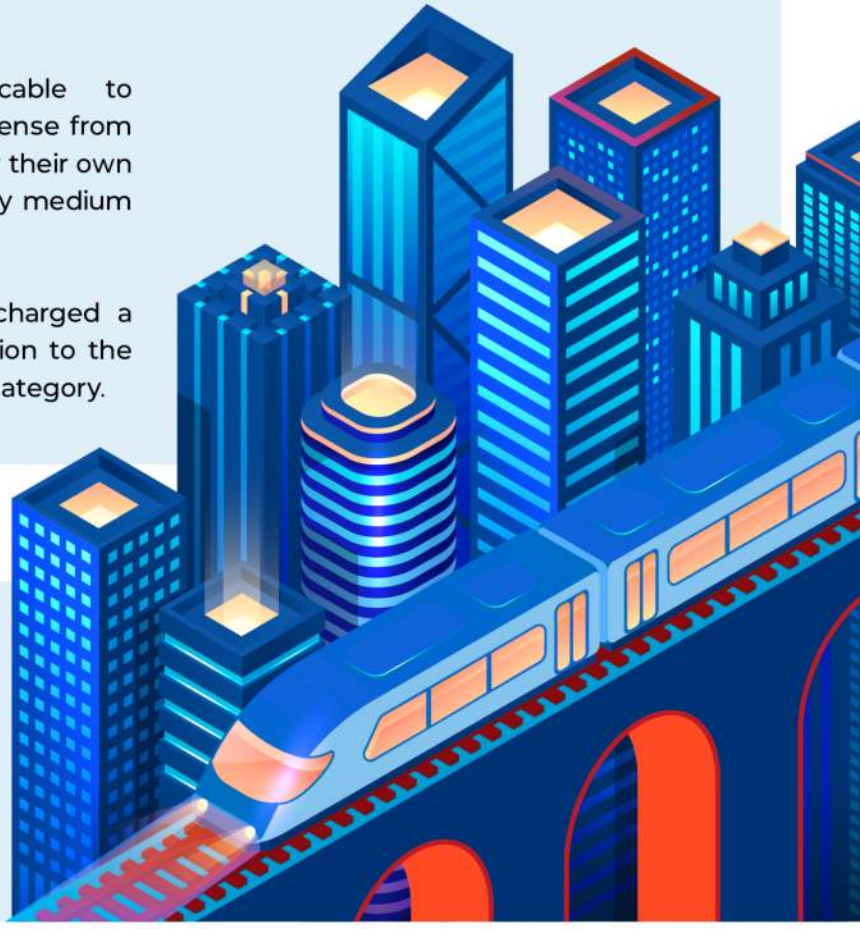
3.5 Specific Tariff Category

Specific tariff categories are provided to non-domestic consumers conducting specific activities as follows:

(a) Co-Generator

Non-domestic co-generator tariff is applicable to co-generator consumers who have obtained a license from the Energy Commission to generate electricity for their own use, according to voltage level categories, namely medium voltage and high voltage.

Consumers under this tariff category will be charged a Maximum Demand at the Standby rate, in addition to the other tariff components applicable to their tariff category.



(b) Traction

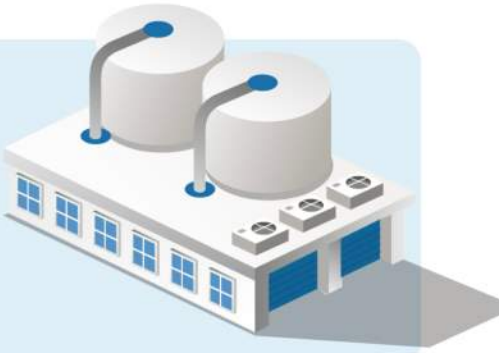
Non-domestic traction tariff is applicable to consumers operating rail-based transportation for public use, such as KTMB, MRT, LRT, ERL, and ECRL, according to voltage level categories, namely medium voltage and high voltage.

(c) Bulk

Non-domestic bulk tariff is applicable to consumers who hold a Public Distribution Licence from the Energy Commission to carry out electricity supply distribution operations to consumers within an approved distribution area under said licence with a specific capacity. Consumers with this Public Distribution Licence take supply in bulk from TNB according to voltage level categories, namely medium voltage and high voltage.

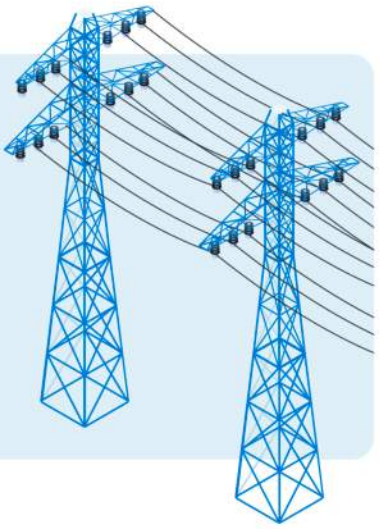
(d) Thermal Energy Storage (TES)

Non-domestic TES tariff is applicable to consumers who operate TES system plants or District Cooling Systems (DCS) at a medium voltage level. DCS is a large-scale cooling system that produces ice or chilled water during off-peak hours, and subsequently distributes and supplies to buildings or premises during the day.



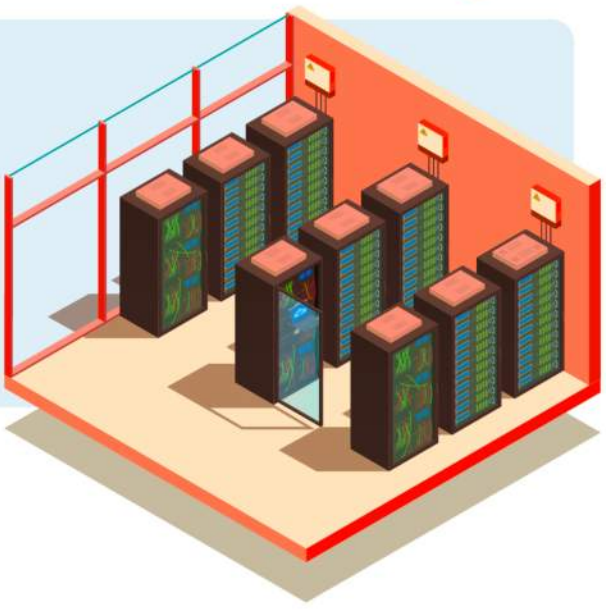
(e) Backfeed

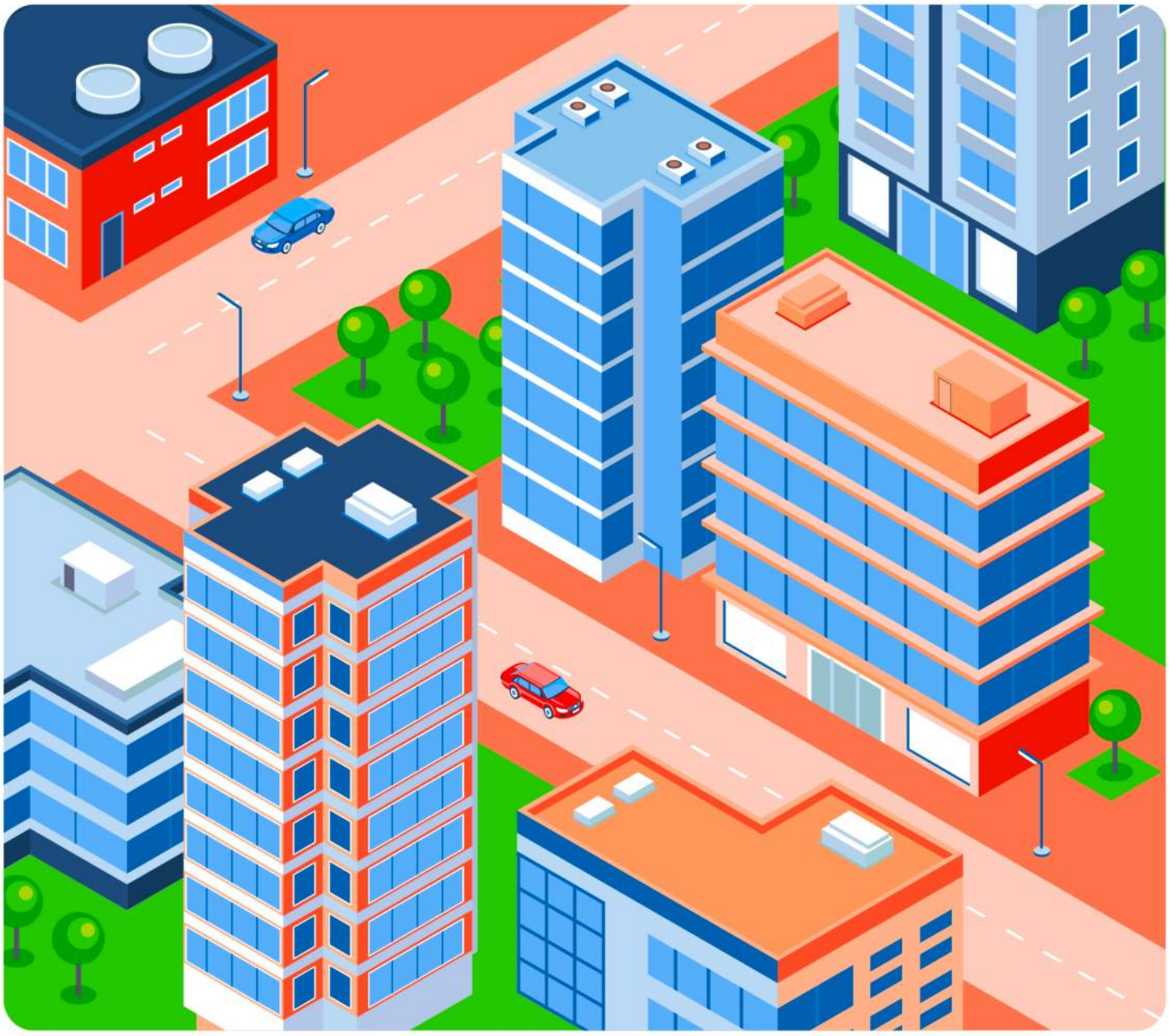
Non-domestic backfeed tariff is applicable to consumers who use energy supplied by the TNB grid, such as power generation plants using shared connection facilities for both import and export purposes, according to voltage level categories, namely medium voltage and high voltage. Backfeed tariff consumers are power plant users (but not limited to fossil fuel and renewable energy sources) that are connected to the TNB network system.



(f) Ultra High Voltage

Non-domestic Ultra-High Voltage (UHV) tariff is applicable to data centre consumers supplied at high voltage level. Data centres are defined as facilities that centralise IT equipment and infrastructure used for data management, including storing, processing, collecting and/or distributing data for an organisation or company.





04 Incentives and Rebates

04
Incentives and Rebates

4.1 Energy Efficiency Incentive

The energy efficiency incentive is introduced as an encouragement for domestic and non-domestic low voltage consumers who practice prudent electricity consumption.

The calculation for the Energy Efficiency Incentive is as follows:

Energy Efficiency Incentive (RM) = Monthly Consumption (kWh) x Rate

The Energy Efficiency Incentive rates are as shown below:

(a) Domestic

Consumption (kWh)	Energy Efficiency Incentive (sen/kWh)
0 - 200	-25.00
201 - 250	-24.50
251 - 300	-22.50
301 - 350	-21.00
351 - 400	-17.00
401 - 450	-14.50
451 - 500	-12.00
501 - 550	-10.50
551 - 600	-9.00
601 - 650	-7.50
651 - 700	-5.50
701 - 750	-4.50
751 - 800	-4.00
801 - 850	-2.50
851 - 900	-1.00
901 - 1,000	-0.50

Table 2: Energy Efficiency Incentive Rates for Domestic Consumers

(b) Non-Domestic Low Voltage

Consumption (kWh)	Energy Efficiency Incentive (sen/kWh)
0 - 200	-11.00

Table 3: Energy Efficiency Incentive Rates for Non-Domestic Low Voltage Consumers

4.2 Local Authority Street Lighting Rebate

The street lighting rebate is given to street lighting accounts registered under Local Authorities for each unit of monthly usage.

The street lighting rebate rate is as follows:

Consumer Category	Rebate (sen/kWh)
Local Authority Street Lighting	-11.00

Table 4: Rebate Rates for Local Authority Street Lighting Customers

4.3 10% Rebate for Welfare Institutions, Institutions of Learning, Places of Worship, and Healthcare Facilities

A 10% rebate on the total bill is provided to eligible social institutions and healthcare facilities that meet the specified criteria and are registered with the Government and their respective regulatory bodies, as follows:

(a) Welfare Institutions
Welfare institutions such as orphanages, old folks' homes, homes for the blind and disabled, as well as spastic centres that are fully funded by The Ministry of Women, Family and Community Development (KPWKM) or funded through public donations.

(b) Institutions of Learning
All public and private educational institutions that are fully or partially funded by the Government.

(c) Places of Worship
Places of worship registered under the Registrar of Societies or official religious bodies such as State/Federal Islamic Religious Councils/Departments, Buddhist Missionary Society Malaysia, Malaysia Hindu Sangam, Sikh Naujawan Sabha, Catholic Directory, and the Council of Churches of Malaysia and Brunei.

(d) Healthcare Facilities
Owned and operated by the Ministry of Health Malaysia (MOH), providing healthcare services to the public, such as hospitals, clinics and pharmacies.

4.4 RM40 Electricity Bill Rebate Programme

The RM40 Electricity Bill Rebate Programme is a targeted government assistance that subsidises monthly electricity bills up to RM40.00 for households under the Miskin Tegar category registered in the eKasih system.

Income eligibility for the Miskin Tegar category is based on the Poverty Line Income (PLI) for each household as determined by the Economic Planning Unit, Prime Minister's Department (EPU, PMO).

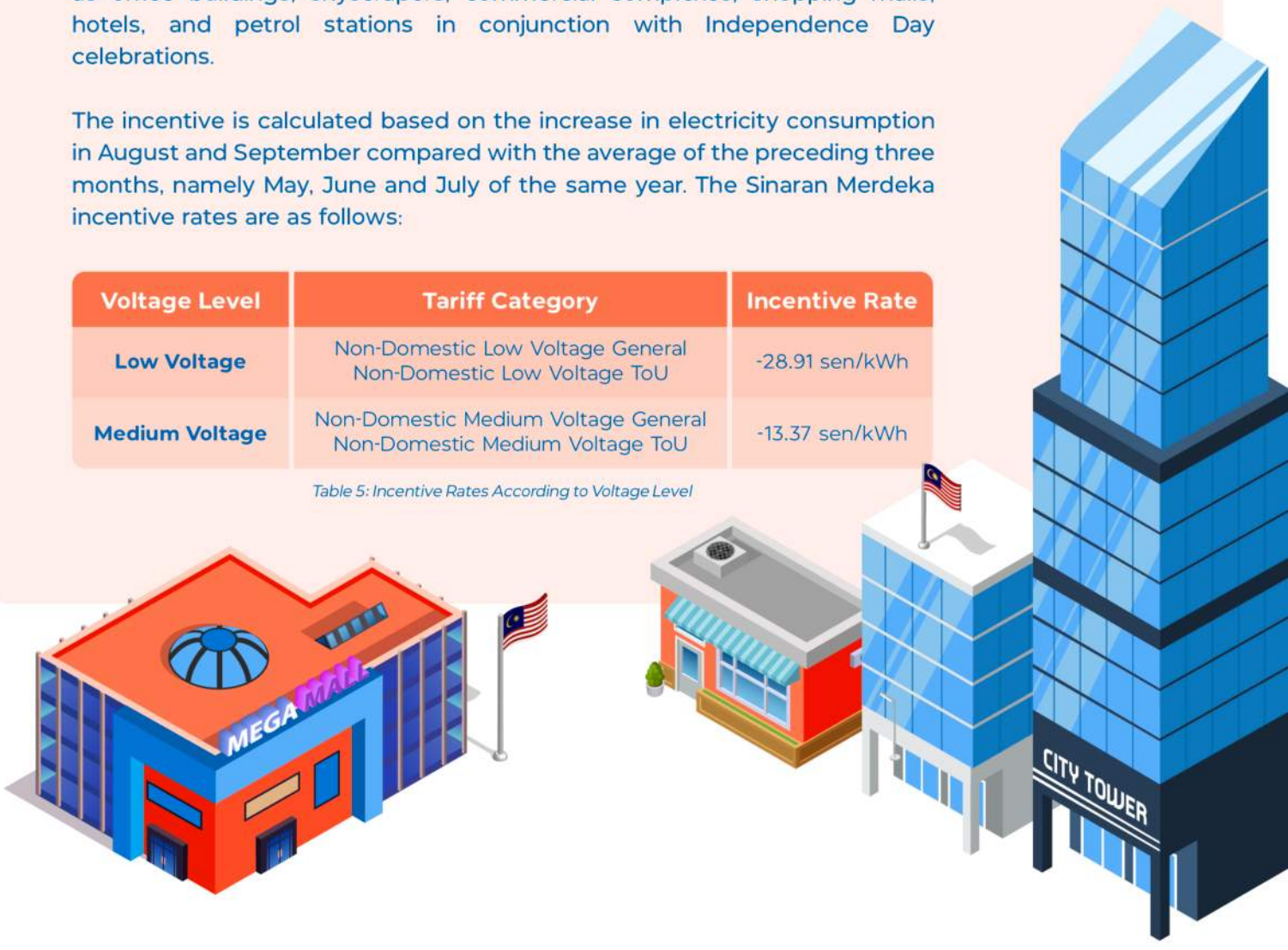
4.5 Sinaran Merdeka Incentive

This incentive is offered to customers carrying out commercial activities such as office buildings, skyscrapers, commercial complexes, shopping malls, hotels, and petrol stations in conjunction with Independence Day celebrations.

The incentive is calculated based on the increase in electricity consumption in August and September compared with the average of the preceding three months, namely May, June and July of the same year. The Sinaran Merdeka incentive rates are as follows:

Voltage Level	Tariff Category	Incentive Rate
Low Voltage	Non-Domestic Low Voltage General Non-Domestic Low Voltage ToU	-28.91 sen/kWh
Medium Voltage	Non-Domestic Medium Voltage General Non-Domestic Medium Voltage ToU	-13.37 sen/kWh

Table 5: Incentive Rates According to Voltage Level



05 Fuel Cost Adjustment

05
Fuel Cost Adjustment

Automatic Fuel Adjustment (AFA) is an automatic mechanism that determines fuel cost adjustments based on projections of current market prices. It replaces the Imbalance Cost Pass-Through (ICPT) mechanism previously implemented.

The AFA rate (sen/kWh) is based on approval from the Energy Commission or a decision by the ministry.

The implementation of the AFA mechanism includes:

(a) The AFA rate will be revised monthly in line with market fuel prices and foreign exchange rates.

(b) The AFA charge is applicable to all consumer categories except domestic consumers with electricity consumption of 600 kWh and below per month.

(c) Approvals for monthly AFA implementation according to the AFA adjustment rates are as follows:

Approval	AFA Rate
Automatic adjustment	≤ 10% increase of prevailing energy cost
Government approval	> 10% increase of prevailing energy cost

Table 6: Approval of AFA Adjustment Rates

06

Other Charges

06
Other Charges

6.1 Renewable Energy Fund (KWTBB)

KWTBB is a fund collected by TNB on behalf of the Sustainable Energy Development Authority (SEDA) under the Ministry of Energy Transition and Water Transformation (PETRA) for the development of sustainable energy.

All consumers are subject to the KWTBB charge, except domestic consumers with monthly consumption of 300 kWh and below. A KWTBB rate of 1.6% is applied to total monthly consumption (kWh and kW) and may be revised periodically by the Government.

6.2 Service Tax (ST)

Service tax applies to electricity services for all domestic consumers with monthly consumption exceeding 600 kWh. It also applies to bills with a billing period of less than 28 days. The service tax percentage is applied to the total monthly bill and may be revised periodically by the Government.

6.3 Power Factor

Power factor is an index used to measure the efficiency of electricity usage in line with the requirements of the Malaysian Grid Code and the Malaysian Electricity Distribution Code. Consumers are required to maintain a minimum power factor of 0.90 for high-voltage supply and 0.85 for other voltage levels. Domestic consumers and street lighting consumers are exempted from power factor surcharges.

A surcharge will be imposed if consumer's power factor falls below the minimum required level.

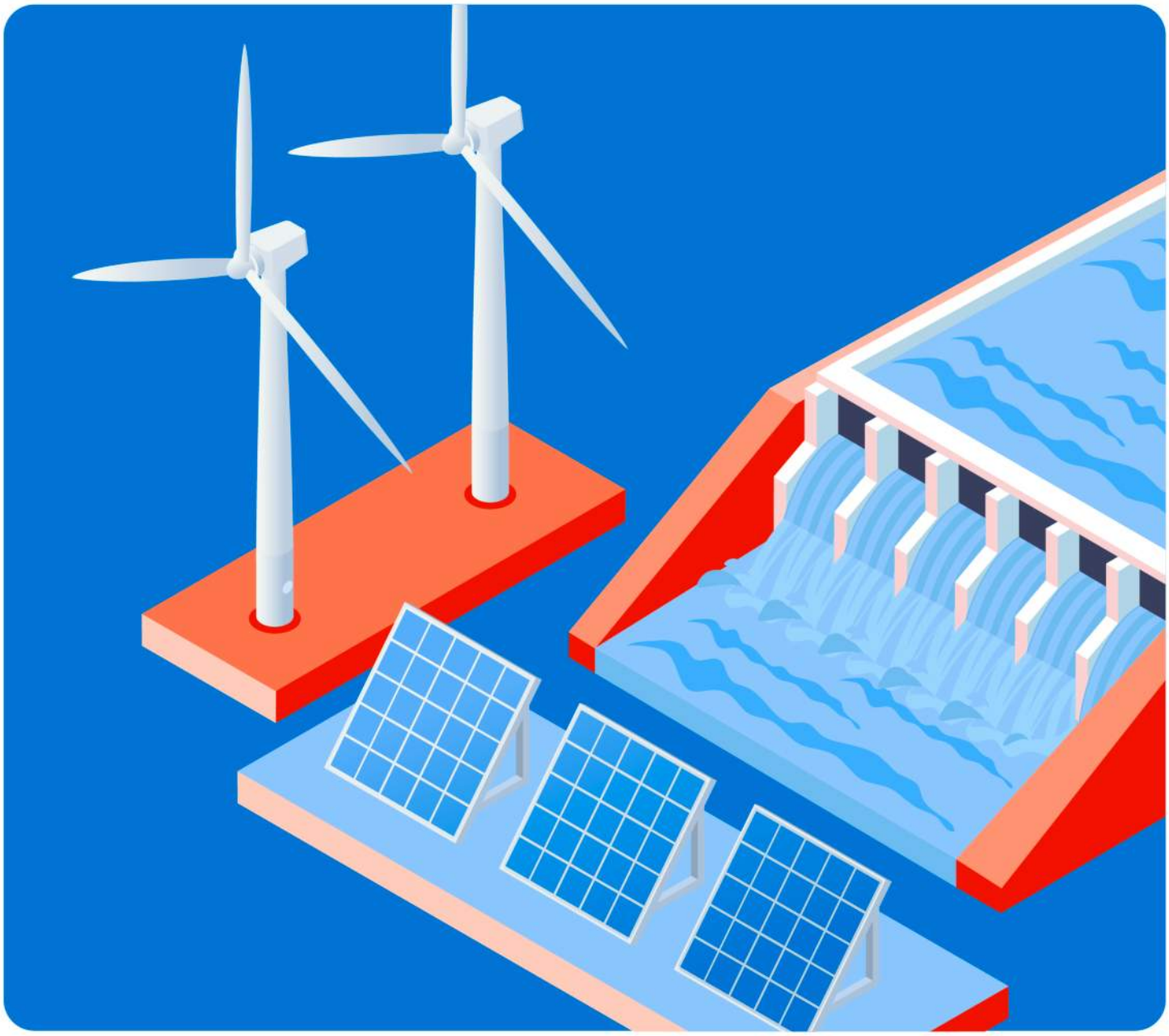
No.	Voltage Level	Power Factor Index	Power Factor Surcharge
1	Low & Medium Voltage	Less than 0.85 to 0.75	One and a half per cent (1.5%) of the monthly bill* for each one-hundredth (0.01) portion below 0.85, down to 0.75, shall be added to the monthly bill.
2		Less than 0.75	In addition to the surcharge in item (1) above, a surcharge of three per cent (3%) of the monthly bill* for each one-hundredth (0.01) portion below 0.75 shall be added to the monthly bill.
3	High Voltage	Less than 0.90 to 0.80	One and a half per cent (1.5%) of the monthly bill* for each one-hundredth (0.01) portion below 0.90 down to 0.80 shall be added to the monthly bill.
4		Less than 0.80	In addition to the surcharge in item (3) above, a surcharge of three per acent (3%) of the monthly bill* for each one-hundredth (0.01) portion below 0.80 shall be added to the

**Total bill amount excludes Retail Charge.*

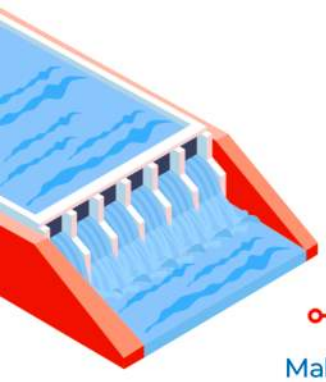
6.4 Temporary Supply

Electricity supply is provided for installations or infrastructure based on temporary requirements, covering both permanent and non-permanent types of infrastructure.

Temporary supply customers will be charged the applicable tariff rate according to customer category and subject to a 33% surcharge on the total monthly electricity bill.



07 Green Energy Scheme



07 Green Energy Scheme

Malaysia is committed to strengthening the transition towards clean energy as part of the nation's sustainability agenda. In line with the target of achieving net-zero carbon emissions by 2050, various green energy schemes have been introduced to encourage the adoption of renewable energy, enhance energy efficiency, and support the development of green technologies.

7.1 Net Energy Metering (NEM)

NEM enables consumers to export excess solar energy generated back to the grid and receive credits on their electricity bills. The credits received in the current month are limited to the total energy consumed from the grid. The mechanism for offsetting excess solar energy as energy credits under the NEM scheme is as follows:

(a) NEM 1.0 and Malaysian Building Integrated PV (MBIPV)

Programme	Charge Component	Offset Period
MBIPV	• Energy • Network • Capacity	5 years until 31 December 2030
NEM 1.0	Displaced Cost	10 years until 31 December 2035

(b) NEM 2.0

Programme	Charge Component	Offset Period
Domestic & Low Voltage	• Energy • Network • Capacity	10 years from the commissioning date of the solar PV system
Medium Voltage & High Voltage	• Energy • ¼ Network* • ¼ Capacity*	

based on the ratio of energy export and import

(c) NEM 3.0

Programme	Charge Component	Offset Period
NEM Rakyat & NEM GoMEn (Low Voltage)	• Energy • Network • Capacity	10 years from the commissioning date of the solar PV system
NEM GoMEn (Medium Voltage)	• Energy • ¼ Network* • ¼ Capacity*	
NEM NOVA	Average System Marginal Price	

based on the ratio of energy export and import

The provision of incentives or rebates to eligible NEM and MBIPV consumers will be adjusted accordingly.

7.2

Accelerated Transition Action Programme (ATAP) Suria

ATAP Suria enables consumers to generate and utilise their own electricity through installed solar panels. If excess solar energy is generated, it may be exported to the grid, and consumers will receive credits on their electricity bills. The credits received in the current month are limited to the total energy consumed from the grid or the Maximum Allowable Quantity (MAQ), whichever is lower. The mechanism for offsetting excess solar energy as energy credits under ATAP Suria is as follows:

Category	Charge Component	Offset Period
Domestic	Energy	10 years starting from the commissioning date of the solar PV system
Non-Domestic	Average System Marginal Price	

7.3

Green Electricity Tariff (GET)

Green Electricity Tariff (GET) is a subscription-based solution that enables consumers to receive electricity supply from renewable energy sources bundled with Malaysia Renewable Energy Certificates (mREC). GET provides an option for consumers who wish to reduce their carbon footprint without installing solar systems.

Consumers subscribing to GET will pay the standard electricity tariff for their monthly usage, in addition to GET subscription charges that represent the green energy premium. An exemption from the fuel cost adjustment mechanism for the actual green energy consumed is provided under the GET programme for any period as may be determined by the Government. In addition, the KWTBB charge is also exempted for the green electricity supply received by consumers under the GET programme.

7.4

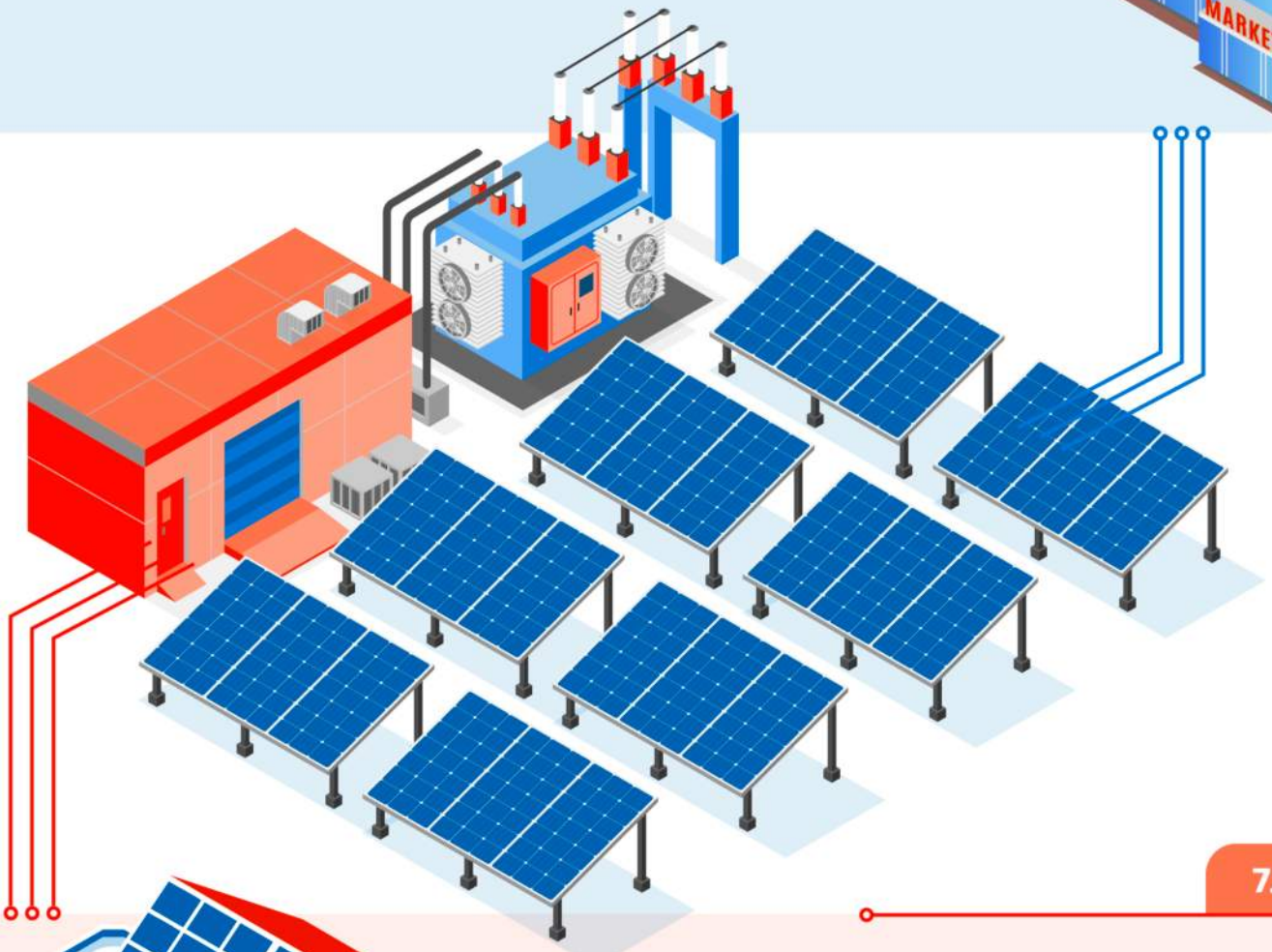
Corporate Renewable Energy Supply Scheme (CRESS)

CRESS is a mechanism that provides access to renewable energy electricity supply for corporate companies or large power consumers receiving electricity at medium voltage and high voltage levels through an open grid access concept. Under this mechanism, renewable energy developers may sell or purchase electricity through TNB's transmission network system, subject to the applicable access charges. The KWTBB charge is exempted for green electricity supply received by consumers under the CRESS programme.

7.5

Community Renewable Energy Aggregation Mechanism (CREAM)

CREAM is a mechanism that provides access to renewable energy electricity supply for domestic and non-domestic consumers receiving electricity at low voltage and medium voltage levels through an open grid access concept. Under this mechanism, renewable energy developers may sell electricity through the aggregation of renewable energy from local residential communities connected to TNB's distribution network system, subject to the applicable access charges. The KWTBB charge is exempt for green electricity supply received by consumers under the CREAM programme.



7.6

Self-Consumption (SELCO)

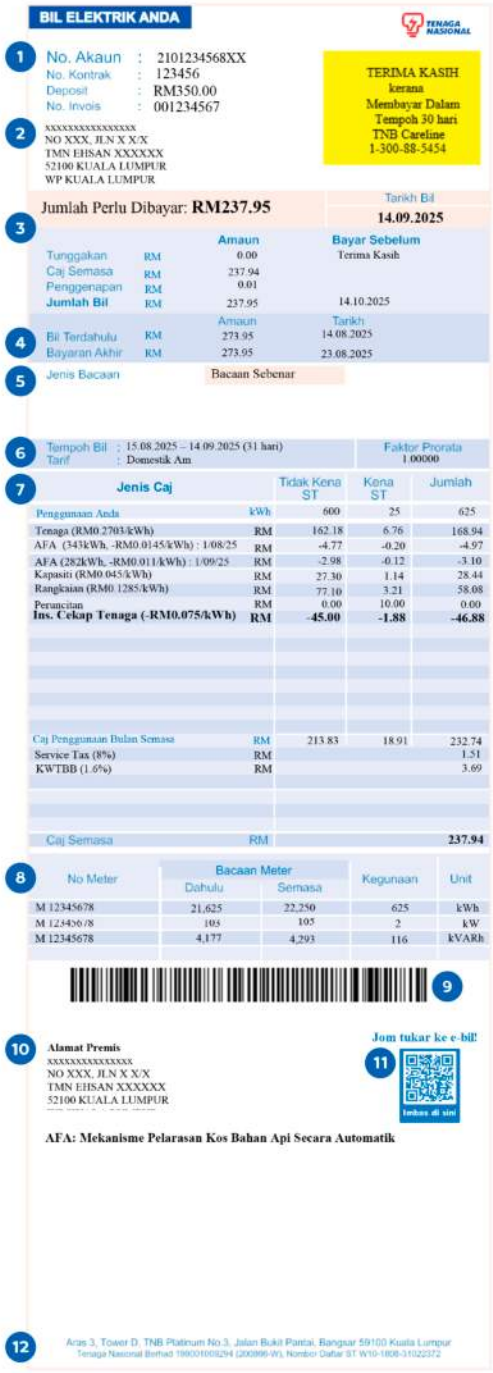
SELCO is a scheme for the installation of solar photovoltaic (PV) systems for self-consumption without exporting electricity to the grid. The main objective of this scheme is to reduce consumers' electricity bills through clean energy generation at their own premises. Solar installations with a capacity of 1 MWp and above are subject to a monthly standby charge.

08 Understanding Your Electricity Bill

08 Understanding Your Electricity Bill

8.1 There are two (2) types of electricity bills issued by TNB:

(a) **Physical Bill:** A monthly electricity bill issued and delivered to the customer's premises after the meter reading has been conducted.



BIL ELEKTRIK ANDA

TENAGA NASIONAL

1 No. Akaun : 2101234568XX
No. Kontrak : 123456
Deposit : RM350.00
No. Invois : 001234567

TERIMA KASIH kerana Membayar Dalam Tempoh 30 hari TNB Careline 1-300-88-5454

2 xxxxxxxxxxxxxxxx
NO XXX, JLN X X/X
TMN EHSAN XXXXXX
52100 KUALA LUMPUR
WP KUALA LUMPUR

Jumlah Perlu Dibayar: **RM237.95**

Tarikh Bil: **14.09.2025**

3

		Amaun	Bayar Sebelum
Tunggakan	RM	0.00	Terima Kasih
Caj Semasa	RM	237.94	
Penggenapan	RM	0.01	
Jumlah Bil	RM	237.95	14.10.2025

		Amaun	Tarikh
4 Bil Terdahulu	RM	273.95	14.08.2025
Bayaran Akhir	RM	273.95	23.08.2025

5 Jenis Bacaan: Bacaan Sebenar

6 Tempoh Bil : 15.08.2025 – 14.09.2025 (31 hari) | Faktor Prorata 1.00000
Tarif : Domestik Am

7 Jenis Caj		Tidak Kena ST	Kena ST	Jumlah
Penggunaan Anda	kWh	600	25	625
Tenaga (RM0.2703/kWh)	RM	162.18	6.76	168.94
AFA (343kWh, -RM0.0145/kWh) : 1/08/25	RM	-4.77	-0.20	-4.97
AFA (282kWh, -RM0.011/kWh) : 1/09/25	RM	-2.98	-0.12	-3.10
Kapasiti (RM0.045/kWh)	RM	27.30	1.14	28.44
Rangkaian (RM0.1285/kWh)	RM	77.10	3.21	58.08
Peruncitan	RM	0.00	10.00	0.00
Ins. Cekap Tenaga (-RM0.075/kWh)	**RM**	**-45.00**	**-1.88**	**-46.88**
Caj Penggunaan Bulan Semasa	RM	213.83	18.91	232.74
Service Tax (8%)	RM			1.51
KWTBB (1.6%)	RM			3.69
Caj Semasa	RM			**237.94**

8

No Meter	Bacaan Meter Dahulu	Bacaan Meter Semasa	Kegunaan	Unit
M 12345678	21,625	22,250	625	kWh
M 123456 78	103	105	2	kW
M 12345678	4,177	4,293	116	kVARh

9

10 **Alamat Premis**
xxxxxxxxxxxxxxx
NO XXX, JLN X X/X
TMN EHSAN XXXXXX
52100 KUALA LUMPUR

Jom tukar ke e-bil! 11 Imbas di sini

AFA: Mekanisme Pelarasan Kos Bahan Api Secara Automatik

12 Aras 3, Tower D, TNB Platinum No.3, Jalan Bukit Pantai, Bangsar 59100 Kuala Lumpur
Tenaga Nasional Berhad 199001009294 (200866-W). Nombor Daftar ST: W10-1808-31022372

1 Account Information

- **Account No.:** 12-digit number assigned to each account.
- **Contract No.:** Electricity supply agreement between the customer and TNB.
- **Security Deposit:** Deposit paid for activation of electricity supply.
- **Invoice No.:** Reference number assigned to each bill issued.

2 Customer Information

- Name of the registered account holder and correspondence address.

3 Account Bill Summary

- **Total Amount Payable:** The total amount due after rounding, including arrears, service tax, late payment charges, and adjustments.
- **Bill Date:** The date of the bill generated from the TNB system.
- **Arrears:** Outstanding charges from the previous bill.
- **Current Charges:** Charges for electricity usage during the current billing period, including adjustments and taxes.
- **Rounding:** According to the rounding policy set by the Government of Malaysia.
- **Total Bill:** Full amount charged, including previous balance, current charges, and rounding.
- **Pay Before:** Final payment date, which is 30 days from the bill issued date.

4 Bill Information & Previous Payments

- Previous bill information (amount & date).
- Date and amount of the latest payment received.

5 Reading Type

- **Actual Reading:** Meter reading taken directly from the meter at the premises.
- **Estimated Reading:** Calculated from the past 3 months' average usage when no actual reading is available.

6 Bill Period & Tariff

- **Bill Period:** Number of billing days between the previous meter reading and the latest meter reading.
- **Tariff:** Determined by the consumer category and voltage level.

7 Breakdown of Charge Component

- Details of energy, capacity, network, retail, and other related charges.
- **Not Subject to ST:** Bill components that are not subject to Service Tax.
- **Subject to ST:** Bill components that are subject to Service Tax.

8 Meter Information

- **Electricity Usage (kWh):** Calculated based on the difference between the current and previous meter readings.
  Note: For peak/off-peak users, electricity usage (kWh) is based on the load profile.

9 Barcode

- Used for payments at Kedai Tenaga Kiosks.

10 Premises Address

- Address of the premise(s) receiving the electricity supply.

11 myTNB QR Code

- Scannable QR to download myTNB app and access account information.

12 Provider Address

- TNB's registered company address.
- Service Tax registration number.

(b) Digital Bill: Electricity bill available online via the myTNB application and portal after meter reading has been conducted.

1 Customer Information

- Name of the registered account holder and correspondence address.

2 Account Information

- **Account No.:** 12-digit number assigned to each account.
- **Contract No.:** Electricity supply agreement between the customer and TNB.
- **Security Deposit:** Deposit paid for activation of electricity supply.
- **Invoice No.:** Reference number assigned to each bill issued.
- **Bill Period:** Number of billing days between the previous meter reading and the latest meter reading.
- **Tariff:** Determined by the consumer category and voltage level.
- **Reading Type:**
  Actual Reading: Meter reading taken directly from the meter at the premises.
  Estimated Reading: Calculated from the past 3 months' average usage when no actual reading is available.
- **Payment Information:** Payments made from the previous bill up to the current bill.

3 Bill Barcode, e-Invoice QR & JomPAY Biller Code

- Bill Barcode used for payments at Kedai Tenaga Kiosks.
- e-Invoice QR for customer e-Invoices (LHDN portal).
- JomPAY Biller Code for payments via internet/mobile banking.

4 Summary of Total Amount Payable

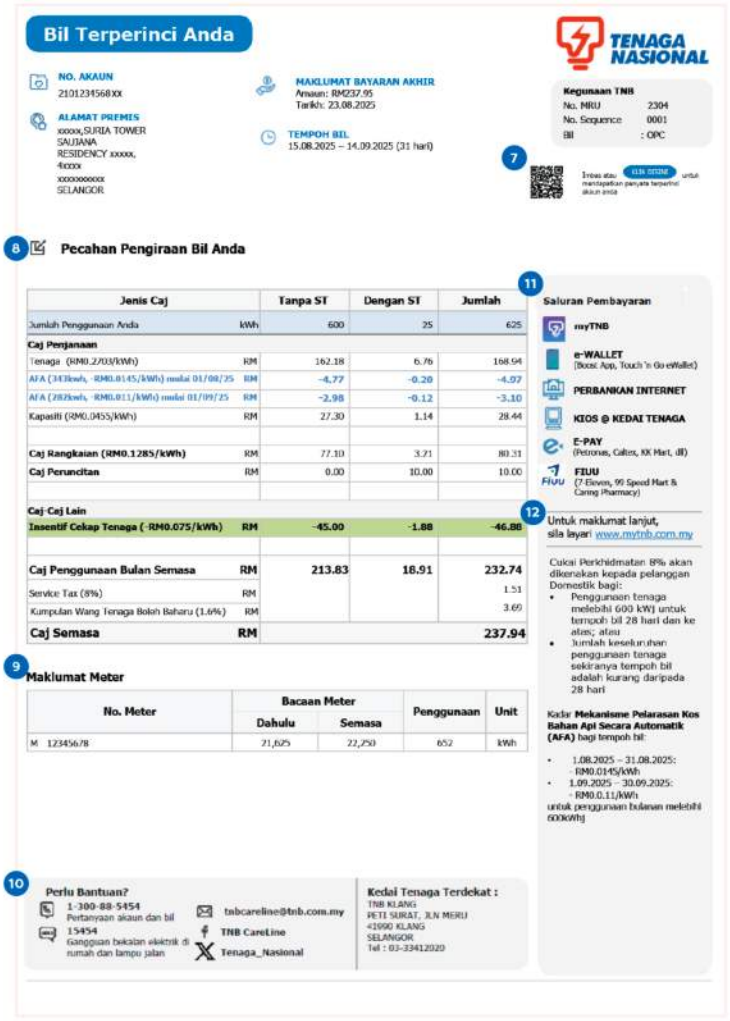
- **Total Bill:** Full amount charged, including previous balance, current charges, and rounding.
- **Arrears:** Outstanding charges from the previous bill.
- **Current Charges:** Charges for electricity usage during the current billing period, including adjustments and taxes.
- **Rounding:** According to the rounding policy set by the Government of Malaysia.
- **Pay Before:** Final payment date, which is 30 days from the bill issued date.

5 6-Month Charges & Consumption

- Trend of electricity charges and consumption over the past 6 months.

6 Energy Saving Tips

- Suggested energy-saving measures to help reduce electricity bills.



7 Account Statement

- Scannable QR to access myTNB and view account statements for the past 3 or 6 months.

8 Bill Component Breakdown

- Details of energy, capacity, network, retail, and other related charges.
- **Not Subject to ST:** Bill components that are not subject to Service Tax.
- **Subject to ST:** Bill components that are subject to Service Tax.

9 Meter Information

- **Electricity Usage (kWh):** Calculated based on the difference between the current and previous meter readings.
  Note: For peak/off-peak users, electricity usage (kWh) is based on the load profile.

10 Contact Us

- Contact details for bill enquiries, electricity supply interruptions, and general information.

11 Payment Channels

- Available payment methods for electricity bills.

12 Additional Information

- Latest info regarding electricity bills.

8.2 Pro rata Method

The pro rata method is used to ensure that consumers are billed fairly based on the applicable period or rate.

The following are the main scenarios where pro-rated calculation is required in billing:

Billing period outside 28–31 days for fixed charges*

*Fixed charges such as the Retail Charge, Individual Street Lighting and Individual Compound Lighting.

Change in tariff rates

Change in AFA rates

09

Bill Payment Channels

09

Bill Payment Channels

Payments to TNB can be made through the following channels:

9.1 Digital Payment Channels	
i) JomPAY	Savings/Current Account & Credit Card
ii) myTNB App and Portal	Savings/Current Account (FPX) Debit Card & Credit Card (e-Commerce) Touch 'n Go eWallet
iii) Internet Banking	
○ Maybank (www.maybank2u.com.my)	Savings/Current Account, Credit Card & AMEX Charge Card
○ BSN (www.mybsn.com.my)	Savings/Current Account
○ Bank Islam (www.bankislam.com.my)	Savings/Current Account
○ RHB (www.rhbbank.com.my)	Savings/Current Account & Credit Card
○ Alliance Bank (www.alliancebank.com.my)	Savings/Current Account
○ Bank Rakyat (www.bankrakyat.com.my)	Savings/Current Account
○ Agrobank (www.agronet.com.my)	Savings/Current Account
○ Public Bank (www.pbebank.com)	Savings/Current Account
iv) e-Wallet	Boost App & Touch 'n Go eWallet
v) Automatic Payment (automatic monthly deduction)	
○ Autopay payment	
• Maybank	Debit Card, Credit Card & AMEX Charge Card
• AmBank	Debit Card & Credit Card
• RHB	Debit Card & Credit Card
○ Direct Debit	
• Maybank	Savings/Current Account
• BSN	Savings/Current Account
• HSBC	Savings/Current Account
• Agrobank	Savings/Current Account
vi) Bulk payment system (myTNBiz)	EFT, Cheque & FPX
vii) Telephone Banking (Please register with the relevant bank before using telephone banking)	
○ Maybank	Savings/Current Account

9.2 Physical Payment Channels

i) Kedai Tenaga	
◦ Counter	Cash, Cheque, Bank Draft, Money Order, Postal Order, Debit Card, Credit Card & AMEX Charge Card
◦ Kiosk	Cash, Cheque, Debit Card, Credit Card & AMEX Charge Card
ii) Automated Teller Machine (ATM)	
◦ Maybank	Savings/Current Account
◦ BSN	Savings/Current Account
◦ RHB	Savings/Current Account
◦ Agrobank	Savings/Current Account
◦ Public Bank	Savings/Current Account
iii) Cash Deposit Machine (CDM)	
◦ BSN	Cash
iv) Counter Transactions	
◦ BSN Registered Bank Agent (EBB)	Cash
◦ Bank Rakyat	Cash
◦ Agrobank	Cash
◦ Public Bank	Cash
◦ Pos Malaysia	Cash
◦ RMS Reloads (7-Eleven, 99 Speedmart & Caring Pharmacy)	Cash
◦ e-pay (petrol stations, KK Mart, Econsave & others)	Cash
◦ MobilityOne (TM Authorised Dealer, Happy Mart & others)	Cash
◦ Mobile Money (SK Teleshop, We Link Telecommunication & others)	Cash
v) Kiosk	
◦ PayQuik	Cash

10 Customer Service Channels

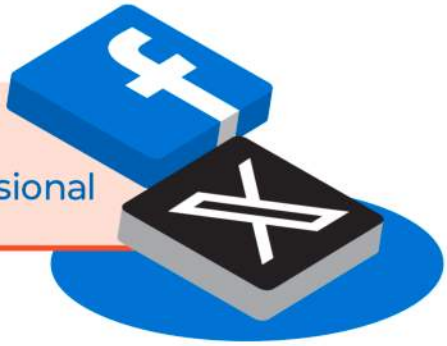
10
Customer Service Channels

TNB can be contacted through the following channels:

myTNB App and Portal
(www.mytnb.com.my)

Telephone
1300-88-5454

Email
CareLine@myTNB.my



Media Sosial
Facebook TNB CareLine & X @Tenaga_Nasional

Visit your nearest Kedai Tenaga

11 Appendices

Electricity Tariff Schedule Effective 1 July 2025

11.1 Tariff Rates for General Categories

Tariff Category	Unit	Rate
General Domestic		
Energy Charge - For consumption ≤ 1500 kWh	sen/kWh	27.03
Energy Charge - For consumption > 1500 kWh	sen/kWh	37.03
Capacity Charge - For all kWh	sen/kWh	4.55
Network Charge - For all kWh	sen/kWh	12.85
Retail Charge	RM/month	10.00
Note: Consumers with consumption of 600 kWh and below are exempted from the Retail Charge		
Domestic ToU		
Energy Charge - For consumption ≤ 1500 kWh during peak period	sen/kWh	28.52
Energy Charge - For consumption ≤ 1500 kWh during off-peak period	sen/kWh	24.43
Energy Charge - For consumption > 1500 kWh during peak period	sen/kWh	38.52
Energy Charge - For consumption > 1500 kWh during off-peak period	sen/kWh	34.43
Capacity Charge - For all kWh	sen/kWh	4.55
Network Charge - For all kWh	sen/kWh	12.85
Retail Charge	RM/month	10.00
General Low Voltage Non-Domestic		
Energy Charge - For all kWh	sen/kWh	27.03
Capacity Charge - For all kWh	sen/kWh	8.83
Network Charge - For all kWh	sen/kWh	14.82
Retail Charge	RM/month	20.00
Low Voltage Non-Domestic ToU		
Energy Charge - For all kWh during peak period	sen/kWh	28.52
Energy Charge - For all kWh during off-peak period	sen/kWh	24.43
Capacity Charge - For all kWh	sen/kWh	8.83
Network Charge - For all kWh	sen/kWh	14.82
Retail Charge	RM/month	20.00
General Medium Voltage Non-Domestic		
Energy Charge - For all kWh	sen/kWh	29.83
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	29.43
Network Charge - For each kilowatt of maximum demand per month	RM/kW	59.84
Retail Charge	RM/month	200.00
Medium Voltage Non-Domestic ToU		
Energy Charge - For all kWh during peak period	sen/kWh	31.32
Energy Charge - For all kWh during off-peak period	sen/kWh	27.23
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	30.19
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	66.87
Retail Charge	RM/month	200.00
General High Voltage Non-Domestic		
Energy Charge - For all kWh	sen/kWh	43.03
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	16.68
Network Charge - For each kilowatt of maximum demand per month	RM/kW	14.53
Retail Charge	RM/month	250.00
High Voltage Non-Domestic ToU		
Energy Charge - For all kWh during peak period	sen/kWh	44.52
Energy Charge - For all kWh during off-peak period	sen/kWh	40.43
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	21.76
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	23.06
Retail Charge	RM/month	250.00

Tariff Category	Unit	Rate
Low Voltage Non-Domestic General Specific Agriculture		
Energy Charge - For all kWh	sen/kWh	27.03
Capacity Charge - For all kWh	sen/kWh	6.19
Network Charge - For all kWh	sen/kWh	11.19
Retail Charge	RM/month	10.00
Low Voltage Non-Domestic ToU Specific Agriculture		
Energy Charge - For all kWh during peak period	sen/kWh	28.52
Energy Charge - For all kWh during off-peak period	sen/kWh	24.43
Capacity Charge - For all kWh	sen/kWh	6.19
Network Charge - For all kWh	sen/kWh	11.19
Retail Charge	RM/month	10.00
Medium Voltage Non-Domestic General Specific Agriculture		
Energy Charge - For all kWh	sen/kWh	27.03
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	24.50
Network Charge - For each kilowatt of maximum demand per month	RM/kW	44.84
Retail Charge	RM/month	200.00
Medium Voltage Non-Domestic ToU Specific Agriculture		
Energy Charge - For all kWh during peak period	sen/kWh	28.52
Energy Charge - For all kWh during off-peak period	sen/kWh	24.43
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	27.83
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	50.65
Retail Charge	RM/month	200.00
Low Voltage Non-Domestic General Water and Sewerage Operator		
Energy Charge - For all kWh	sen/kWh	27.03
Capacity Charge - For all kWh	sen/kWh	6.19
Network Charge - For all kWh	sen/kWh	11.19
Retail Charge	RM/month	10.00
Low Voltage Non-Domestic ToU Water and Sewerage Operator		
Energy Charge - For all kWh during peak period	sen/kWh	28.52
Energy Charge - For all kWh during off-peak period	sen/kWh	24.43
Capacity Charge - For all kWh	sen/kWh	6.19
Network Charge - For all kWh	sen/kWh	11.19
Retail Charge	RM/month	10.00
Medium Voltage Non-Domestic General Water and Sewerage Operator		
Energy Charge - For all kWh	sen/kWh	27.03
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	24.50
Network Charge - For each kilowatt of maximum demand per month	RM/kW	44.84
Retail Charge	RM/month	200.00
Medium Voltage Non-Domestic ToU Water and Sewerage Operator		
Energy Charge - For all kWh during peak period	sen/kWh	28.52
Energy Charge - For all kWh during off-peak period	sen/kWh	24.43
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	27.83
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	50.65
Retail Charge	RM/month	200.00
Street Lighting		
Energy Charge - For all kWh	sen/kWh	27.03
Capacity Charge - For all kWh	sen/kWh	2.44
Network Charge (with maintenance) - For all kWh	sen/kWh	14.25
Network Charge (without maintenance) - For all kWh	sen/kWh	10.69
Retail Charge	RM/month	5.00

11.2 Tariff Rates for Co-Generator Category

Tariff Category	Unit	Rate	
		Usage	Standby
General Medium Voltage Non-Domestic			
Energy Charge - For all kWh	sen/kWh	29.83	14.00
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	29.43	
Network Charge - For each kilowatt of maximum demand per month	RM/kW	59.84	
Retail Charge	RM/month	200.00	
Medium Voltage Non-Domestic ToU			
Energy Charge - For all kWh during peak period	sen/kWh	31.32	14.00
Energy Charge - For all kWh during off-peak period	sen/kWh	27.23	
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	30.19	
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	66.87	
Retail Charge	RM/month	200.00	
General Medium Voltage Non-Domestic Specific Agriculture			
Energy Charge - For all kWh	sen/kWh	27.03	14.00
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	24.50	
Network Charge - For each kilowatt of maximum demand per month	RM/kW	44.84	
Retail Charge	RM/month	200.00	
Medium Voltage Non-Domestic ToU Specific Agriculture			
Energy Charge - For all kWh during peak period	sen/kWh	28.52	14.00
Energy Charge - For all kWh during off-peak period	sen/kWh	24.43	
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	27.83	
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	50.65	
Retail Charge	RM/month	200.00	
General High Voltage Non-Domestic			
Energy Charge - For all kWh	sen/kWh	43.03	8.00
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	16.68	
Network Charge - For each kilowatt of maximum demand per month	RM/kW	14.53	
Retail Charge	RM/month	250.00	
High Voltage Non-Domestic ToU			
Energy Charge - For all kWh during peak period	sen/kWh	44.52	8.00
Energy Charge - For all kWh during off-peak period	sen/kWh	40.43	
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	21.76	
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	23.06	
Retail Charge	RM/month	250.00	

11.3 Tariff Rates for Specific Category

Tariff Category	Unit	Rate
Medium Voltage Non-Domestic Bulk		
Energy Charge - For all kWh during peak period	sen/kWh	30.32
Energy Charge - For all kWh during off-peak period	sen/kWh	26.23
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	30.21
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	37.17
Retail Charge	RM/month	200.00
High Voltage Non-Domestic Bulk		
Energy Charge - For all kWh during peak period	sen/kWh	40.52
Energy Charge - For all kWh during off-peak period	sen/kWh	36.43
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	29.24
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	26.02
Retail Charge	RM/month	250.00
Medium Voltage Non-Domestic Thermal Energy Storage (TES)		
Energy Charge - For all kWh during peak period	sen/kWh	31.32
Energy Charge - For all kWh during off-peak period	sen/kWh	27.23
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	26.63
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	68.28
Retail Charge	RM/month	200.00
Medium Voltage Non-Domestic Traction		
Energy Charge - For all kWh	sen/kWh	29.83
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	21.51
Network Charge - For each kilowatt of maximum demand per month	RM/kW	53.69
Retail Charge	RM/month	200.00
High Voltage Non-Domestic Traction		
Energy Charge - For all kWh	sen/kWh	43.03
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	17.12
Network Charge - For each kilowatt of maximum demand per month	RM/kW	15.54
Retail Charge	RM/month	250.00
High Voltage Non-Domestic Ultra		
Energy Charge - For all kWh during peak period	sen/kWh	55.18
Energy Charge - For all kWh during off-peak period	sen/kWh	51.09
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	21.76
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	23.06
Retail Chargea	RM/month	250.00
High Voltage Non-Domestic Ultra Bulk		
Energy Charge - For all kWh during peak period	sen/kWh	51.18
Energy Charge - For all kWh during off-peak period	sen/kWh	47.09
Capacity Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	29.24
Network Charge - For each kilowatt of maximum demand per month during peak period	RM/kW	26.02
Retail Charge	RM/month	250.00
Medium Voltage Non-Domestic Backfeed		
Energy Charge - For all kWh	sen/kWh	29.83
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	29.43
Retail Charge	RM/month	200.00
High Voltage Non-Domestic Backfeed		
Energy Charge - For all kWh	sen/kWh	43.03
Capacity Charge - For each kilowatt of maximum demand per month	RM/kW	16.68
Retail Charge	RM/month	250.00

TENAGA NASIONAL

Better. Brighter.

GUIDE TO ELECTRICITY TARIFF