



A GUIDE TO myTNB PORTAL HOW TO APPLY FOR, SUBMIT OR TERMINATE SELF-METER READING Individual

WELCOME!

Want to read your electricity meter at your own convenience?

You can easily do that by applying for Self Meter Reading!

- This User Guide is aimed to help you go through the Self Meter Reading module on myTNB Portal!
- Just follow the steps on each page to guide you as you go through the application process.
- If you still face issues, please email your queries to tnbcareline@tnb.com.my or call 1 300 88 5454 for assistance. Good luck!

PART 1

WHEN SHOULD I APPLY FOR SELF METER READING?

WHEN SHOULD I APPLY FOR A SELF METER READING?

Your electricity meter is located inside your compounds

Our meter readers may not have access to your electricity meter all the time, especially when there is no one at home.

You prefer to do your own meter reading instead of receiving estimated readings

Read your own meter and submit the readings for three consecutive months. Our meter readers will perform the reading on the fourth month just to make sure everything is alright.

PART 2

APPLYING FOR SELF METER READING

There are two (2) entry points on customer's dashboard:

1. By clicking "Apply" (Option 1)
2. By clicking "Manage Account" (Option 2)

Option 1: Apply

myTNB

Home

1

Apply

Manage Account

Help & Support

Tester 12
Individual



Good afternoon, Tester 12!

Your last successful login was 09-Oct-2019 03:49:59 PM

Your Usage History



We don't have any usage record on this account yet.

All Account(s)

183 Accounts

ABDUL [REDACTED]
2201 [REDACTED]

372B,LRG BKT [REDACTED]
Kuala Lumpur

Account Status: Active

[View Account Details](#)

Billing Summary

Bill Date	06-Mar-2019
Current Charges	RM 3.00
Outstanding Charges	RM -14.40

Total Payable

RM -11.40

Due Date: -

[View Bill](#)

[Pay Bill](#)

Payment History

LAST PAYMENT AMOUNT

RM 10.00

LAST PAYMENT DATE

30-Aug-2019

[View More](#)

Hello, how can we help you today?

Looking to get electricity, close, or modify your connection? Let us know and we'll get you started.



I want to start my electricity

Start a new electricity connection or change the name on an electricity bill.



I want to stop my electricity

Close your current electricity account.

2



I want to do something else

Find out about other services or explore green energy solutions.



I want to check my applications

Check the status of your applications or continue a draft application.

How can we help?

Let us know and we'll get you started.

3



I want to find out more about other services

I want to learn more about available services for my electricity account.



I'd like to discover my Green Energy options.

Find out about myGreen+ and Renewable Energy.

Back

Which account would you like to manage?

Let us know which electricity account you want to manage and we'll recommend specific solutions for you.

ACCOUNT NUMBER *

VR0164 [REDACTED] - 21000 [REDACTED]



4



Self Meter Reading

Take your own meter reading for more accurate bill reading.



Upgrade / Downgrade Electricity

Increase electricity supply to meet your energy needs and improve your connection stability.



Change My Tariff

Apply for tariff change for your property.



Guaranteed Service Level (GSL) Rebate

Claim rebate if you have faced any problems against our guaranteed service level.

Which account would you like to manage?

Let us know which electricity account you want to manage and we'll recommend specific solutions for you.



Do you have access to your meter?

To submit your monthly meter reading, you must be able to view the reading stated in your meter display screen. Your meter usually located near your door, or your building meter room (riser).

No

5

Yes

Self Meter Reading

Increase accuracy of your electricity bill by submitting your own meter reading.

ACCOUNT NUMBER
210000011404

PROPERTY ADDRESS *
KTRS KERAJAAN, B-03-01-B, JLN DUTAMAS
3, 50480, KUALA LUMPUR, WF Road
[Redacted]
[Redacted]

Before you start...

Please make sure you have the following before applying:

Eligibility

- You are a residential and commercial customer with an active TNB account
- You have a valid email address and mobile number
- You only have one meter at your premises

Terms and Conditions:

- Upon successful registration, you are required to submit your reading for all months except for April, August and December where we will do the reading.
- Every month, you will receive a notification from us to submit your reading. Kindly submit the readings within the specified date.
- We will validate your readings immediately upon submission. Once validated, you can view your bill via myTNB Portal and myTNB app on the following day.
- We shall make the necessary adjustments if there are any differences found in the readings submitted.

You may no longer enjoy this service if:

- 1. There are no readings submitted for 2 consecutive months.
 2. If you no longer meet the requirements (E.g. Supply disconnected, Close of Account, Change of Tariff and others)

[Back](#)

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[Start Application](#)

Self Meter Reading

Please complete your application to start submitting your own meter read.

ACCOUNT NUMBER

21000 [REDACTED]

PROPERTY ADDRESS

KTRS KERAJAAN, [REDACTED]
[REDACTED]

Your Contact Details

Please make sure your contact details is correct and up-to-date.

NAME

MUHAMMAD

IDENTIFICATION NUMBER

711105 [REDACTED]

Please contact [TNB Careline](#) if your name and ID number displayed above is incorrect.

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- I have read and agreed to [Self Meter Reading terms and conditions](#)
- I have read and agreed to [TNB's Terms of Use, Privacy Policy, Anti-Spam Policy and Personal Data Protection Policy](#)

(*) Mandatory fields

Back

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Submit

Self Meter Reading

Please complete your application to start submitting your own meter read.

ACCOUNT NUMBER

21000 [REDACTED]

PROPERTY ADDRESS

KTRS KERAJAAN, [REDACTED]

[REDACTED]

Your Contact Details

Please make sure your contact details is correct and up-to-date.

NAME

MUHAMMAD

I have read and agreed to [Self Meter Reading terms and conditions](#)

I have read and agreed to [TNB's Terms of Use, Privacy Policy and Complaints Procedure](#)

(*) Mandatory fields

Account number displayed above is incorrect.

Back

Submit



Application Submitted

Thank you! We have received your request for Self Meter Reading service.
You may keep this application number for your reference.

Application Reference Number: 1000546096

OK

Option 2: Manage Account

myTNB

[Home](#)

[Apply](#)

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[Manage Account](#)

[Help & Support](#)

Tester 12
Individual



Good afternoon, Tester 12!

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Your Usage History



We don't have any usage record on this account yet.

All Account(s)

183 Accounts

ABDUL [REDACTED]
2201 [REDACTED]

372B,LRG BKT [REDACTED]
Kuala Lumpur

Account Status: Active

[View Account Details](#)

Billing Summary

Bill Date	06-Mar-2019
Current Charges	RM 3.00
Outstanding Charges	RM -14.40

Total Payable

RM -11.40

Due Date: -

[View Bill](#)

[Pay Bill](#)

Payment History

LAST PAYMENT AMOUNT
RM 10.00

LAST PAYMENT DATE
30-Aug-2019

[View More](#)



Manage My Electricity Accounts

View and manage electricity accounts here.

My Electricity Accounts

Manage your electricity account online by adding them to your myTNB account.

[Download Listing](#)[Add Another Account](#)

All Accounts

Filter

#	Account Holder	Account Nickname	Premise Address	Bill Amount (RM)	Other Charges (RM)	Action
<input type="checkbox"/> 1	21000 [REDACTED]		2B TKT 2, [REDACTED]	-11,480.00	0.00	View
<input type="checkbox"/> 2	21000 [REDACTED]	VR0164 Disconnection Notice 6	NC Pertam: [REDACTED]	-1,222.48	0.00	View
<input type="checkbox"/> 3	21000 [REDACTED]	VR0164 Disconnection Notice 7	KV-07-09 [REDACTED] KAJANG, Selangor	-56,284.40	0.00	View
<input type="checkbox"/> 4	21000 [REDACTED]	All Bill	52 [REDACTED]	-2,297.50	0.00	View
<input type="checkbox"/> 5	21000 [REDACTED]	SMR ELIG 3	5, [REDACTED]	-221.10	0.00	View

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[Remove Accounts \(0\)](#)[Pay Bills \(0\)](#)

Click "View" on any of the account to see more details

PART 3

SUBMITTING SELF METER READING

Good afternoon, Tester 12!

Your Usage History

Dec 2018 - May 2019

Usage (RM)

RM 530.75

Dec

Jan

Feb

Mar

Apr

May



Submission for your meter reading is now open. You may submit your reading up to 2 days from 08 Oct 2019.

1

Submit Meter Reading

Billing Summary

Bill Date	18-Jun-2019
Current Charges	RM 536.06
Outstanding Charges	RM -689.06

Total Payable

RM -153.00

Due Date: -

View Bill

Pay Bill

Payment History

LAST PAYMENT AMOUNT
RM 10.00

LAST PAYMENT DATE
04-Oct-2019

View More

All Account(s)

183 Accounts

VR0164 Disconn

21000 [REDACTED]

B-03-01 [REDACTED]

Account Status: Active

View Account Details

Account Details

View your account information here. Choose which account you'd like to view below.

ACCOUNT NO.
VR0164 Disconn - 21000

- Account Information
- Your Subscriptions**
- Bill & Payment History
- Engagement History
- Installment Plan
- Deposit
- Reading History

Manage myGreen+ Subscription

Manage Self Meter Reading

Submit Self Meter Reading (SMR)

Self Meter Reading Submission Guideline

Description	Details
Scheduled Meter Reading Date	08-Oct-2019
Previous Meter Reading Date	08-Sep-2019
Previous Meter Reading (kWh)	23144
Enter your self meter reading (SMR)	kWh Reading



TIP: Single Phase Meter

- Enter your self meter reading (SMR) amount in kWh

Submit

Account Details

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VR0164 Disconn - 21000

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- Installment Plan
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- Reading History

Manage myGreen+ Subscription

Manage Self Meter Reading

Submit Self Meter Reading (SMR)

Self Meter Reading Submission Guideline

Description	Details	
Scheduled Meter Reading Date	22-Oct-2020	
	22-Sep-2020	
Reading (kWh)	Reading (kW)	Reading (kVARh)
10177	0	602
<input type="text" value="kWh Reading"/>	<input type="text" value="kW Reading"/>	<input type="text" value="kVARh Reading"/>

3

2

4



TIP: Three Phase Meter

- Enter your self meter reading (SMR) amount in kWh , kW & kVARh

Submit

Account Details

View your account information here. Choose which account you'd like to view below.

ACCOUNT NO.
VR0164 Disconn - 21000

- Account Information
- Your Subscriptions**
- Bill & Payment History
- Engagement History
- Installment Plan
- Deposit
- Reading History

Manage myGreen+ Subscription

Manage Self Meter Reading

Submit Self Meter Reading

Self Meter Reading Submission



Application Submitted

Thank you for your meter reading submission. We will notify you when your meter reading has been validated.

Submit

PART 4

TERMINATING SELF METER READING

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Your Usage History



We don't have any usage record on this account yet.

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183 Accounts

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22013 [REDACTED]

372B [REDACTED]
Kuala Lumpur

Account Status: Active

[View Account Details](#)

Billing Summary

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Current Charges	RM 3.00
Outstanding Charges	RM -14.40

Total Payable

RM -11.40

Due Date: -

[View Bill](#)

[Pay Bill](#)

Payment History

LAST PAYMENT AMOUNT
RM 10.00
LAST PAYMENT DATE
30-Aug-2019

[View More](#)

Hello, how can we help you today?

Looking to get electricity, close, or modify your connection? Let us know and we'll get you started.



I want to start my electricity

Start a new electricity connection or change the name on an electricity bill.



I want to stop my electricity

Close your current electricity account.

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Which account would you like to manage?

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ACCOUNT NUMBER *

VR0164 Disconn - 210000 [REDACTED]



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Self Meter Reading

Take your own meter reading for more accurate bill reading.



Upgrade / Downgrade Electricity

Increase electricity supply to meet your energy needs and improve your connection stability.



Change My Tariff

Apply for tariff change for your property.



Guaranteed Service Level (GSL) Rebate

Claim rebate if you have faced any problems against our guaranteed service level.



Self Meter Reading

Increase accuracy of your electricity bill by submitting your own meter reading.

ACCOUNT NUMBER
22030 [REDACTED]

PROPERTY ADDRESS *
(LOT 2222) [REDACTED]
[REDACTED]

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- 2. If you no longer meet the requirements (E.g. Supply disconnected, Close of Account, Change of Tariff and others)

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Start Application

Self Meter Reading

Please complete your application to stop submitting your own meter read.

ACCOUNT NUMBER
21000 [REDACTED]

PROPERTY ADDRESS
KTRS KERAJAAN, [REDACTED]
[REDACTED]

NAME
MUHAMMAD

IDENTIFICATION NUMBER
711105 [REDACTED]

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Why do you want to unsubscribe this service?

Enter message here *

8

I have read and agreed to TNB's Terms of Use, Privacy Policy, Anti-Spam Policy and Personal Data Protection Policy

(*) Mandatory fields

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Submit



TIP:

- Enter your reason for unsubscribing from the self meter reading (SMR) service

Self Meter Reading

Please complete your application to stop submitting your own meter read.

ACCOUNT NUMBER

21000 [REDACTED]

PROPERTY ADDRESS

KTRS KERAJAAN, [REDACTED]

[REDACTED]

NAME

MUHAMMAD

IDENTIFICATION NUMBER

71105 [REDACTED]

Why do you want to unsubscribe?

[REDACTED]

I have read and agreed to TNB's Terms of Use, Privacy

(*) Mandatory fields

Back

Submit



Application Submitted

Thank you! We have received your request to discontinue this service.
You may keep this application number for your reference.

Application Reference Number: 1000546102

OK

PART 5

HOW TO READ METER (SINGLE PHASE & THREE PHASE)

Example



Single Phase Meter

- Example of Reading: The reading on the display shows 16kWh

Example



Three Phase Meter

Example of Reading:

1. The reading on the display shows 98kWh
2. The reading on the display shows 3kW
3. The reading on the display shows 39kVRh