



A GUIDE TO myTNB PORTAL

HOW TO CHANGE THE NAME ON MY ELECTRICITY BILL

Individual

WELCOME!

Need to change the name on your electricity bill?

You can easily do that on myTNB Portal!

- **This User Guide is aimed to help you change your electricity account name 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 careline@tnb.com.my or call 1300-88-5454 for assistance. Good luck!**

PART 1

WHEN SHOULD I APPLY FOR A CHANGE OF TENANCY?

WHEN SHOULD I APPLY FOR A CHANGE OF TENANCY?



PURCHASED A SECONDHAND PROPERTY

If you **recently purchased a secondhand property**, you should apply for Change of Tenancy to change the electricity account holder name



RENTING A PREMISE

If you have **moved into a rented premise**, it is recommended to apply for a Change of Tenancy to change the electricity account holder name. Changing the account holder name on the electricity bill does NOT mean to transferring the ownership of the property to your name.



CHANGE ACCOUNT OWNER NAME

If you need to **change the account name on the electricity bill**, you can apply for a Change of Tenancy. This does not change the legal ownership of the property.



PART 2
**APPLYING FOR A CHANGE OF
TENANCY**

Good morning, personal.tnb 123!

Your last successful login was 27-Jun-2019 01:15:10 AM

Usage (RM)

Your Usage History

Sep 2018 - Feb 2019



Submission for your meter reading is not yet open. Please check back for your next submission date.

[Submit Meter Reading](#)

Billing Summary

Bill Date	09-Feb-2019
Current Charges	RM 28.55
Outstanding Charges	RM 0.00

Total Payable

RM -71.00

Due Date: -

[View Bill](#)[Pay Bill](#)

Payment History

LAST PAYMENT AMOUNT
RM 10.00LAST PAYMENT DATE
14-Jun-2019[View More](#)

Manage Account(s)

92 Accounts

FAUZIAH BINTI ABD RAHMAN

210009549606

8,NO,JALAN JATI BUKIT P11F/11,PRECINCT 11,62300
PUTRAJAYA,WP P'jaya & C'jaya

Account Status: Active

[View Account Details](#)

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.

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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.



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.



TIP:

- For a change of tenancy to occur, the name on the electricity account has to be changed.



Start Your Electricity

First, let us have the address of the property you are applying for.

TIP:

- Enter key words from part of your address

(*) Mandatory fields

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PROPERTY ADDRESS *

70015, 70015 Jalan Mawar 1/1, Taman Mawar

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Change Name On Electricity Bill



It seems that the address you provided currently has an existing electricity connection.

TIP:

- For individuals (non-company), only personal identification document is needed
- Refer to the Required Documents in the checklist below to see what supporting documents from the current owner are needed

PROPERTY ADDRESS

8, JLN DAHLIA 3/4, TMN DAHLIA,
43900, SEPANG, SEL.

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I'M APPLYING AS:

Company/Society



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Do you have supporting documents from the current owner?

No

Yes

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Before you start...

To help ease your process, please make sure you have the following before applying:

Required Documents from Residential Property - Individuals

New Owner

- ✓ Copy of your MyKad, passport or Army ID

Required Documents from Residential Property - Non Individual

New Owner

- ✓ Copy of Applicant's Identification Document e.g. NRIC or Passport
- ✓ Proof of Occupancy

Documentary proof of premises occupation

S&P Agreement:

Applicant need to provide only the page containing:

1. First Page: Agreement with 2 parties (Premises Owner & Purchaser)

myTNB Home Solution Offerings Renewable Energy Manage Account Support tester11

Change of Tenancy

Required Documents
Please choose your account type:

Individual Company/Society Government

Below are all the documents required to Change Tenancy for an "Company/Society" account.
*If the registered owner is deceased, kindly submit your Change of Tenancy (COT) application to the relevant Noble Tenaga with Death Certificate and Probate/Grant Form. The necessary form forms can be obtained from any Noble Tenaga or download from: [Kindly download this note if you are applying for Individual \(Account Type\) and Societal \(Phonetic Type\)](#).

New Owner	Existing Owner
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> IC Copy of Authorized Person / Representative e.g. NRIC or Passport <input checked="" type="checkbox"/> Letter of Authorization with Company Letterhead e.g. Letter indicating the company representative's name and NRIC. <input checked="" type="checkbox"/> Copy of Registration Certificate e.g. Company Form 9 or Business Form Di or User Management Body Certificate or Management Corporate Certificate or Association Registration Certificate or any other form of official registration document of the organization (for example: MCA and Trade Name, School and registered under The State Islamic Department or Corporation, see approved Corporational Commission of Malaysia) <input checked="" type="checkbox"/> Documentary Proof of Premises Occupation (see Appendix) <ul style="list-style-type: none"> 1. First Party Agreement with 3 parties (Previous Owner & Purchaser) 2. Second Party (at premises address with document Signed) 3. Self-Pass: Signature of both Previous Owner & Purchaser or Tenancy Agreement Applicant need to provide only the page containing: <ul style="list-style-type: none"> 1. Applicant Name 2. Full premises Address 3. Date of Agreement or Court Order for Auction Premises or Land Title or Strata Title. In the absence of the above documents, any relevant documents that indicates the applicant's occupancy of the premises is also acceptable. For examples, other utility bills or invoices like Indah Water Konsortium (IWK), telephone bills or any official correspondences under the applicant's name. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Signed Application Form <input checked="" type="checkbox"/> IC Copy of Authorized Person (Representative) <input checked="" type="checkbox"/> Letter of Authorization <input checked="" type="checkbox"/> FORM 15 Certificate Of Incorporation On Change Of Name Of Company (when necessary) <input checked="" type="checkbox"/> Completed & Signed Close of Account Form <small>Download Close of Account Form here.</small>

I have all the documents ready and would like to start my application.

Applicant need to provide only the page containing

1. Applicant Name
2. Full premises Address
3. Date of Agreement

or Court Order for Auction Premises
or Land Title
or Strata Title.

In the absence of the above documents, any relevant document that indicates the applicant's occupancy of the premises is also acceptable. For examples, other utility bills or invoices like Indah Water Konsortium (IWK), telephone bills or any official correspondences under the applicant's name.



Completed & Signed Close of Account Form
Download Close of Account Form [here.](#)

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I have all the documents ready and would like to start my application

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Proceed

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New Account Owner Details

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Company/Society Name *	<input type="text"/>	HOME/OFFICE NUMBER *	<input type="text" value="03-23043838"/>
Company/Society Name (Line 2)	<input type="text"/>	Fax Number	<input type="text"/>
Company Registration Number *	<input type="text"/>		
Additional Contact Please provide an additional contact in case we are unable to contact you.		Name *	<input type="text"/>
		Name (Line 2)	<input type="text"/>
		POSITION * Select	<input type="text"/>
		Mobile Number *	<input type="text"/>
		Email Address *	<input type="text"/>

(*) Mandatory fields

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<input type="button" value="Back"/>	<input type="button" value="Save and Proceed"/>
-------------------------------------	---

Fill in the Premises Information



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Progress bar: 1. New Account Owner Details (checked), 2. Premises Information (highlighted), 3. Existing Account Owner Details, 4. Documents & Acknowledgement


Premises Information

PREMISES TYPE
Commercial

PREMISES DESCRIPTION
Commercial : Construction Services

Electricity Supply Start Date *  

PREFERRED SUPPLY REQUIRED TIME * 

Meter Accessible by TNB 



MAILING ADDRESS

Address Line 1 *

Address Line 2 *

City *

Postcode *

STATE *
Select  



TIP:

- If you already have electricity connection for your premises, put in any date for the “Electricity Supply Start Date”

(*) Mandatory fields

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New Account
Owner Details



Premises
Information



Existing Account
Owner Details



Documents &
Acknowledgement



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Deposit Refund

Please fill this section with the information as per the Existing Owner's signed Close Account form

REFUND TO*

Own Account

Third Party Account

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DEPOSIT REFUND MODE*

Select Refund Method

Select Refund Method

Cheque

Bank Transfer

Transfer to my other TNB account

TIPS:

- Step 3: Existing Account Owner Details is not required for Individual (non-company) applications
- Existing Owner refers to the previous owner of the property or your landlord. This step is not required if you do not have the supporting documents from the current owner
- Choose "Own Account" if the deposit is to be refunded to the Existing Owner's bank account in his/her name. Choose "Third Party Account" if the deposit is to be refunded to a bank account NOT belonging to the Existing Owner.
- You can transfer the deposit to another TNB electricity account with outstanding deposit payments. If selecting this option, you will need the Account Number for the other TNB account.

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Save and Proceed



New Account Owner Details



Premises Information



Existing Account Owner Details



Documents & Acknowledgement

Documents & Acknowledgement

STEP 1

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Change of Tenancy Application Form

Download a copy of the form for your reference

Download

STEP 2

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New Account Owner

Identification/Passport *



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)

Proof of Occupancy *



Upload file

Maximum document size is 2MB. (.PDF, .JPG, .JPEG file type only)

Letter of Authorization *



Upload file

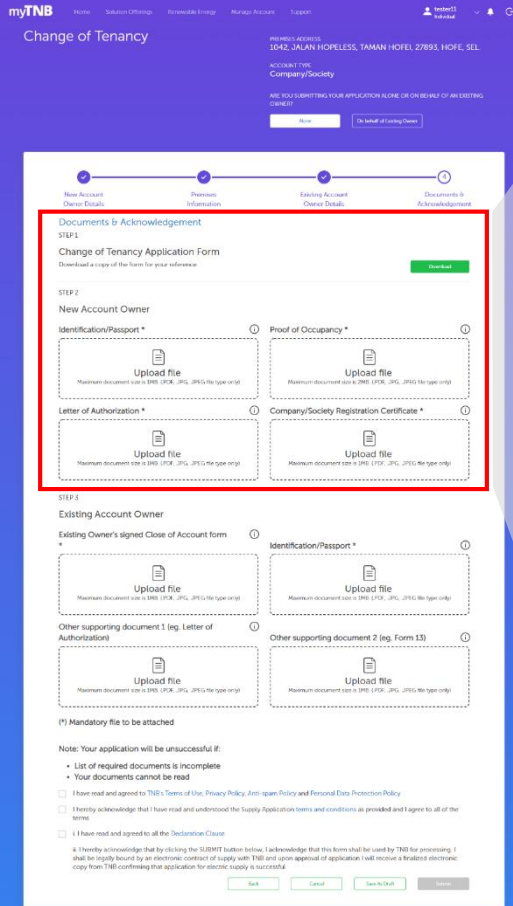
Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)

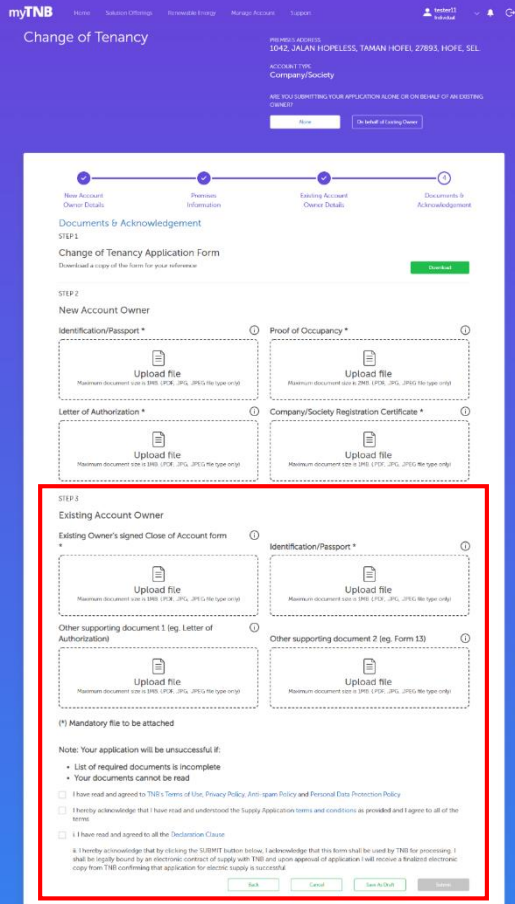
Company/Society Registration Certificate *



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)






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STEP 3

Existing Account Owner

Existing Owner's signed Close of Account form ⁱ


* ⁱ



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)


Identification/Passport * ⁱ



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)


Other supporting document 1 (eg. Letter of Authorization) ⁱ



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)

Other supporting document 2 (eg. Form 13) ⁱ



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)

(*) Mandatory file to be attached

Note: Your application will be unsuccessful if:

- List of required documents is incomplete
- Your documents cannot be read

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I have read and agreed to [TNB's Terms of Use](#), [Privacy Policy](#), [Anti-spam Policy](#) and [Personal Data Protection Policy](#)

I hereby acknowledge that I have read and understood the [Supply Application terms and conditions](#) as provided and I agree to all of the terms

i. I have read and agreed to all the [Declaration Clause](#)

ii. I hereby acknowledge that by clicking the SUBMIT button below, I acknowledge that this form shall be used by TNB for processing. I shall be legally bound by an electronic contract of supply with TNB and upon approval of application I will receive a finalized electronic copy from TNB confirming that application for electric supply is successful

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Cancel

Save As Draft

Submit



TIP:

- Upon completion of application, both new and existing owner will receive a confirmation email regarding their COT application.



Application Submitted

Thank you for your application. You may track your application in your Dashboard using the reference number.

Application Reference Number: COT-000-000-3943

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OK



Upload Successful

dev.mytnb.com.my_8...antDetails (1).jpg



Upload Successful

dev.mytnb.com.my_8...antDetails (1).jpg