



# **A GUIDE TO myTNB PORTAL HOW TO GET ELECTRICITY Individual**



# **WELCOME!**

**Just purchased or build a home and want to apply for electricity for your premises?**

**You can learn how to apply for electricity through this simple guide!**

- This User Guide is aimed to help you apply for electricity 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](mailto:careline@tnb.com.my) or call 1300-88-5454 for assistance. Good luck!

# PART 1

# WHEN SHOULD I APPLY FOR ELECTRICITY

# WHEN SHOULD I APPLY FOR ELECTRICITY?

Congratulations on your new premises! If your premises does not have electricity and you wish to apply for it, you can do so via the myTNB Portal.

Using the **INDIVIDUAL** role:

Step 1: Select what you would like to do on myTNB Portal

Step 2: Key in your address

## MY ADDRESS IS FOUND (EXISTING PREMISES)

**Select your address** from the list.

Apply for a new electricity account on your own or select a Contractor to help you with the application.

## MY ADDRESS IS FOUND (NEW PREMISES)

Select your address from the list.

Fill up your basic information and **select a Contractor** to continue the application for you.

## MY ADDRESS IS NOT FOUND

Submit an **Address Search Request form**.

Follow up on your form and proceed to open an electricity account.

## **PART 2**

# **APPLYING FOR ELECTRICITY**

**Click to start:**

**ADDRESS FOUND  
(EXISTING PREMISES)**

**ADDRESS FOUND  
(NEW PREMISES)**

**ADDRESS IS  
NOT FOUND**

# 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.

2



## 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.

# Start Your Electricity

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

We'll check if you need to start a new electricity connection or simply change name (ownership) of an existing electricity account in the property.



Search for your address using the new **'1-Line Address Search'** feature. Click on your address if listed.

3 1A, Jalan USJ 1/1, USJ 1, D'Sands Residence

1A, Jalan USJ 1/1, USJ 1, Subang Jaya

1A, Jalan USJ 9/2, USJ 9, Subang Jaya

4 1A, Jln USJ 19/5, USJ 19, Subang Jaya

11A, Jln USJ 19/7, USJ 19, Subang Jaya

1A, USJ Condominium, Jln USJ 19/7, USJ 19, Subang Jaya

Back

5

Next

# Start Your Electricity

It seems that the address you provided currently does not have an existing electricity connection.

We'll get you started!

( \* ) Mandatory fields

PROPERTY ADDRESS

1A, Jalan USJ 1/1, USJ 1, D'Sands Residence,  
Subang Jaya, 78906, Selangor

I'm applying as:

6 Type of Applicant \*

Individual

7 Company / Society

Government



# MY ADDRESS IS FOUND (Existing Premises)

# Start Your Electricity

It seems that the address you provided currently does not have an existing electricity connection.

We'll get you started!

PROPERTY ADDRESS

JALAN KWSP, 782, KG SG TANGKAS, JLN BANGI, 43000, KAJANG, Selangor

I'M APPLYING AS

Individual

## Before you start...

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

- ✓ Proof of Occupancy
- ✓ Copy of your Identification / Passport

Cancel

8

Start Application

# Do You Need A Contractor?

In most cases, we recommend you to appoint a contractor to ensure safety and efficiency.

If you are not sure, it is best to go ahead with a contractor for your application.



- Appointing a Contractor is **optional but recommended**. The Contractor can help check your premises' internal wiring to make sure everything is okay.
- You may have to pay a fee as charged by the Contractor

You may proceed **without** a contractor if:

1. Your meter board is connected to TNB Service Cable.
2. Your property has no internal rewiring due to renovation.
3. Your internal wiring is in good condition.

Would you like to appoint an Electrical Contractor to start your electricity?

9

No

Yes

Click here if you would like to hire a Contractor

10

Back

Continue

**PROCEED  
WITHOUT  
CONTRACTOR**

# Open Electricity Account

Please provide your details below.

1

Electricity Start Date

2

Customer Details

3

Documents &  
Acknowledgements

## Electricity Start Date

Select a start date for your electricity supply.

11

ELECTRICITY SUPPLY START DATE \*  
21-Mar-2019



## Mailing Address

Is your mailing address the same as your meter installation address?

12

Yes

No

(\*) Mandatory fields

Cancel

13

Save & Proceed

# Open Electricity Account

Please provide your details below.



## Customer Details

Please provide your personal details below:

TITLE Select	MOBILE NUMBER * 0123456789
NAME OF APPLICANT * Jenny Tan	Home / Office Number
Name of Applicant (Line 2)	Fax Number
IDENTIFICATION TYPE * MyKad	EMAIL ADDRESS * jennytan@yahoo.com
IDENTIFICATION NUMBER * 870501-01-1188	Staff Number (If Applicable)
DATE OF BIRTH * 01-May-1987	
MOTHER'S NAME * Miriam Ooi	

14

## Additional Contact

Enter an additional contact in the event that we are unable to reach you

15

NAME * John Tan
Name (Line 2)
MOBILE NUMBER * 0123456789
EMAIL ADDRESS * johntan@yahoo.com

(\*) Mandatory fields

Back

16

Save & Proceed

## Documents & Acknowledgement

Please provide the following required documentations.

STEP 1

### Download Open Account Application Form

You may print and keep a copy of this form for future reference. There is no need to reupload the signed copy.

17

Download

STEP 2

### Upload Open Account Required Documents

#### Proof of Occupancy \*



Upload file

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



#### Identification/Passport \*



Upload file

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



17

(\*) Mandatory file to be attached

Note: Your application will be unsuccessful if:

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

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

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

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

ii) I hereby agree 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.

Back

Save as Draft

Submit

**CONDITIONS OF SUPPLY FOR RESIDENTIAL CONSUMERS**

45. DECLARED CAPACITY CHARGE  
The Consumer shall be required to pay a Declared Capacity Charge (if any) when taking supply at Medium Voltage, High Voltage or Extra High Voltage based on the prevailing Tariff and Connection Charges policy.

46. LIQUIDATED DAMAGES  
In the event the Consumer fails or ceases to take supply for the period of five (5) years after supply been given, the Consumer shall pay to TNB Liquidated Damages. Provided always that the amount and payment of Liquidated Damages shall be subjected to the prevailing Tariff and Connection Charges policy.

**Declaration Clause**

premises. iv. I agree that the failure to obtain the consent of the landlord may delay the electricity supply connection to the said premises.

5. I / We hereby acknowledge that all information given are true and accurate and TNB shall have the right to take any action including but not limited to disconnection of supply and/or termination of contract if the information given are false and inaccurate.

6. I / We as the signatory below do hereby consent to TNB, its agents and / or its permitted assigns for collecting, recording, holding or storing my / our personal data within the meaning of the Personal Data Protection Act 2010 and Data Protection & Privacy Policy including but not limited to any information, documents, records and accounts necessary for the performance of this contract

## Documents & Acknowledgement

Please provide the following required documentations.

STEP 1

### Download Open Account Application Form

Download

You may print and keep a copy of this form for future reference. There is no need to reupload the signed copy.

STEP 2

### Upload Open Account Application Form

Proof of Occupancy

Maximum

(\*) Mandatory file to be uploaded

Note: Your application will be unsuccessful if:

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

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

Save as Draft

23

Submit



### Application Submitted

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

Application Reference Number: NC-000-064-8709

24 OK



If you click on 'Save as Draft', view your application by going to Apply, and find it under '**My Draft Applications**'. You can revisit your draft applications and submit it later.

- You can also follow up on your submitted applications under '**My Submitted Application Status**'. These applications have been sent to TNB for processing.



# MY ADDRESS IS FOUND (New Premises)

**PROCEED WITH CONTRACTOR**

# Appoint a Contractor

Search for a contractor for your rewiring or installation needs.

\* Disclaimer: You may want to contact the contractors to confirm their availability before appointing them.

Contractor Company Name

1 STATE  
JOHOR

CITY  
JOHOR BAHRU

2 Search

ST Contractor Name	Company Registration Number	Mobile Number	Office Address	ST Email Address	myTNB Email Address	Start Date	End Date	Ratings
3 YJM ELECTRIC & ENTERPRISE	JM0372523M	0137732544	NO. 2, JALAN SIANTAN 5, TAMAN KEMAS, 81200 JOHOR BAHRU JOHOR		Individual04@gmail.com	21 Jun 2014	20 Jun 2019	★★★★☆

Show 5

1 - 1 of 1 < >

## Electricity Start Date

Select a start date for your electricity supply.

(\*) Mandatory fields

4 Electricity Supply Start Date \*

Cancel Submit 5

# Contractor Successfully Requested

Thank you for appointing a contractor. Your appointed contractor will be in touch with you.

CONTRACTOR COMPANY NAME	CONTRACTOR MOBILE NUMBER	ELECTRICITY START DATE
NEPTUNE BUMI SDN BHD	012-3456789	31-May-2019

APPLICANT NAME	APPLICANT EMAIL ADDRESS	APPLICANT MOBILE NUMBER
Ali Johari	alijohari@yahoo.com	012-3456789

Note: Please be aware that Contractor Charges may be incurred.

6

[Track Application](#)

[Back to Dashboard](#)



Click on **Track Application** to go back to the Apply page. Click on **"I Want to Check My Applications"** to view status of your contractor request.



# MY ADDRESS IS NOT FOUND

YOUR ADDRESS \*

Jalan ABCD

Address not found. Please refine your search address or continue by clicking on the 'Confirm' button that is below this.

Confirm



## We couldn't find your address

We couldn't find your address in our records. Please submit a request for your address to be added into our records in order to continue with your application.

1

Submit Request

# Address Search Request

Please fill up the request form below to submit your premises address to us.

## Premises Address

Please confirm that your new premises address is accurate.

## Your Contact Details

Provide us your contact details so that we can contact you.

STREET ADDRESS \*

NAME \*

MOBILE NO. \*

EMAIL ADDRESS \*

2

## Upload Documents

Upload document as valid proof of your premises address.

Upload Supporting Document



Upload file

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

3

(\*) Mandatory fields

Cancel

4

Submit





## Thank You

Our TNB Careline team will get back to you soon. In the meantime, stay updated on the current status of your address submission with the reference number below.

Reference Number: ASR-000-000-0056

5 [Track My Submission](#)

## Application Details

Application ID: ASR-000-000-0059

### Application Information

APPLICATION REFERENCE NUMBER

STATUS

Pending Address Confirmation

### Applicant Details

NAME  
Ali Muthu

MOBILE NUMBER  
0123456789

EMAIL ADDRESS  
alimuthu@kontraktor.com

### Premises Address

STREET ADDRESS  
Jalan EFGH



**You will receive an email notification for successful address search request. Proceed to apply for electricity as usual after that!**

# HOW TO FOLLOW UP ON APPLICATIONS?

# 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.



## I want to do something else

Find out about other services or explore green energy solutions.

2



## I want to check my applications

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

# Your Applications

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

## My Application Status

Filter

No.	Application Number	Type of Application	Service Request Number	Service Notification Number	Status	Creation Date	Action
1	NC-000-065-2263	Supply Application - Existing Premises			Awaiting Contractor Acceptance	27-Jun-2019	<a href="#">View</a>   <a href="#">Delete</a>
2	NC-000-065-2262	Supply Application - Existing Premises			Draft	27-Jun-2019	<a href="#">View</a>   <a href="#">Delete</a>
3	NC-000-065-1636	Supply Application - Newly Built			Draft	27-Jun-2019	<a href="#">View</a>   <a href="#">Delete</a>
4	ASR-000-000-1773	Address Search Help Form			Completed Address Review	27-Jun-2019	<a href="#">View</a>   <a href="#">Delete</a>
5	NC-000-065-1635	Supply Application - Existing Premises			Draft	27-Jun-2019	<a href="#">View</a>   <a href="#">Delete</a>

Show 5

1 - 5 of 1522



Check the status for all your applications here. **Draft** means the application has not been submitted to TNB for processing! Click on **“View”** to check on your applications.

## My Projects

Filter

No.	Application Number	Project Id	Service Notification Number	Service Request Number	Status	Project Name	Action
1	PRJ-000-003-6738			4000894308	Closed	Louisa Single Premise Project	<a href="#">Edit</a>   <a href="#">View</a>
2	PRJ-000-003-5395	DKANC122316		4000633232	Closed	KILANG BATU BATA	<a href="#">Edit</a>   <a href="#">View</a>

Show 5

1 - 2 of 2