



**A GUIDE TO
myTNB PORTAL
HOW TO
TERMINATE
MY
ELECTRICITY
ACCOUNT
Individual**

WELCOME!

Moving house? Need to permanently close your TNB electricity account?

You can easily do that on myTNB Portal!

- This User Guide is aimed to help you to terminate your electricity account 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 CLOSE OR TERMINATE MY ELECTRICITY ACCOUNT?

WHEN SHOULD I CLOSE OR TERMINATE MY ELECTRICITY ACCOUNT?



WHEN YOU ARE MOVING OUT

If you are **moving out of your premises**, you should choose 'I want to stop my electricity' to permanently close/terminate the electricity account in that premises.

You will be able to get back your Security Deposit upon successful termination!

PART 2

TERMINATE MY ELECTRICITY ACCOUNT

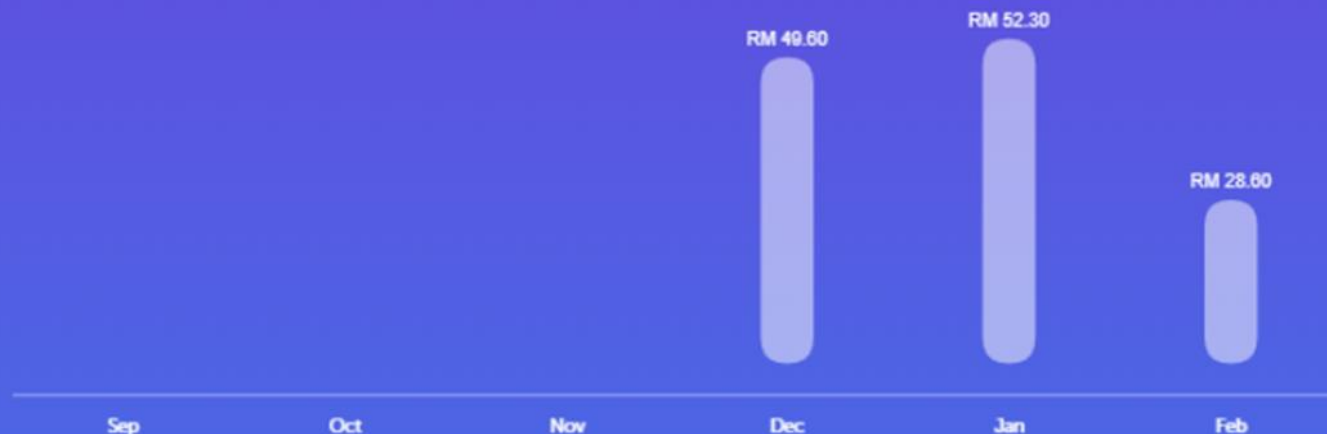
Good evening, Fauziah!

Your last successful login was 27-Jun-2019 11:09:52 PM

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

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

Payment History

LAST PAYMENT AMOUNT

RM 10.00

LAST PAYMENT DATE

14-Jun-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.



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.

Stop Your Electricity

Select the account which you would like to close. We'll guide you to close it and get your security deposit back.



TIP:

- Select your account number from the dropdown list in the white box as shown in step 3A.
- If the account cannot be found, add an account as shown in step 3B

Which account would you like to close?

ACCOUNT NUMBER *

mastura - 210003434001

3A

jijahgygygy - 210000015207

lembayung - 210001392000

good info - 210001726802

mastura - 210003434001

SMRTESTING1 - 210009549606

3B + Can't find your account? Add account here.

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Back Next

Stop Electricity

Choose the account which you would like to close and stop electricity at the premise. We'll guide you to close the account and get your security deposit back.

ACCOUNT NO.

220002463702

YOUR PREMISE ADDRESS

30,Jalan SS17/1D,SS15,Subang Jaya,47500
Selangor

Before you start...

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

- ✓ Bank account details for your security deposit refund
- ✓ Copy of your Identification Card/Passport/Army ID



TIP:

Please ensure you have the following documents with you before proceeding with the application:

- **INDIVIDUALS:** NRIC or Passport
- **COMPANY:** Letter of Authorisation (LOA), NRIC or passport, Form 13
- **GOVERNMENT:** Letter of Authorisation, NRIC or Passport

Cancel

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Start Application

Stop Your Electricity

Please complete your application to close the electricity supply to your property.

ACCOUNT NUMBER
210003434001

PROPERTY ADDRESS
PT1183-A,KG BADANG,-,KOTA BHARU,15350
Kelantan



- The Property Usage Details displays information of the person occupying the premises at the time of registration
- You may indicate if you are staying there or if it is empty or occupied by others (ie. Tenant)



Property Usage Details

Review and update us on the latest premise usage

NAME
YASHIM BIN YUSOFF

CURRENT PROPERTY USAGE

I'm staying / It's empty

Occupied by Others

Cancel

Save and Proceed

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Close of Account

WHICH ACCOUNT WOULD YOU LIKE TO CLOSE?

Chang Kok Yeen - 220002463702



Can't find your account? Add it first [here](#).



Payment & History

Outstanding Amount RM - 0.00



TIP:

- Outstanding amounts **MUST** be cleared before you can proceed with closing your account.

Last 3 Months myTNB Portal Payment History

#	Account Number	Name	Amount (RM)	Status	Transaction Date/Time	Action
---	----------------	------	-------------	--------	-----------------------	--------

No records found.

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Back

Save and Proceed

TIP:

- **Preferred Disconnection Date:** selection must be between 3-14 working days from the application date.
- **Security Deposit Refund:** 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.
- **Deposit Refund Method:** You can transfer the deposit to another TNB electricity account if there are outstanding deposit payments for your other TNB account. If selecting this option, you will need the Account Number for the other TNB account.

The screenshot shows a multi-step form for closing an account. Step 3, 'Other Information', is highlighted with a green box. Step 8, 'Pick a date to disconnect your electricity', is highlighted with a red box and includes a text description, a date picker, a dropdown for preferred disconnection time, and a checkbox for 'Meter Accessible by TNB'. Step 9, 'Security Deposit Refund', is highlighted with a red box and shows two buttons: 'Own Account' and 'Third Party Account'. Step 10, 'DEPOSIT REFUND MODE*', is highlighted with a red box and shows a dropdown menu with options: 'Select Refund Method', 'Cheque', 'Bank Transfer', and 'Transfer to my other TNB account'. Step 11, the bottom navigation, is highlighted with a red box and shows 'Back' and 'Save and Proceed' buttons. A note at the bottom indicates that fields marked with an asterisk are mandatory.

Close of Account

WHICH ACCOUNT WOULD YOU LIKE TO CLOSE?

Chang Kok Yeen - 220002463702



Can't find your account? Add it first [here](#).



Documents & Acknowledgement

12 Download Close of Account Form

Download a copy of the form for your reference

Download

Required Documents

13 Identification/Passport *



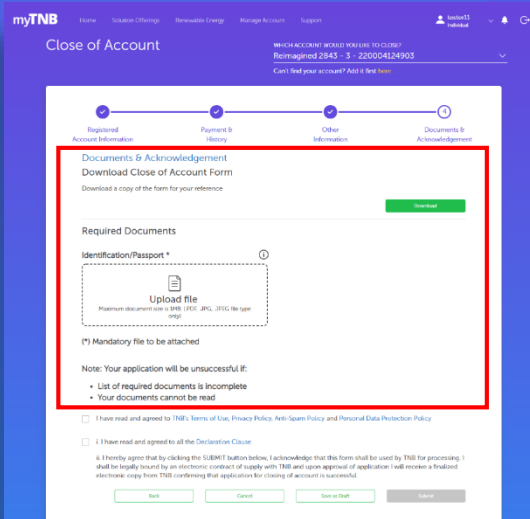
Upload file

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



(*) Mandatory file to be attached

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- 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. 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 closing of account is successful.

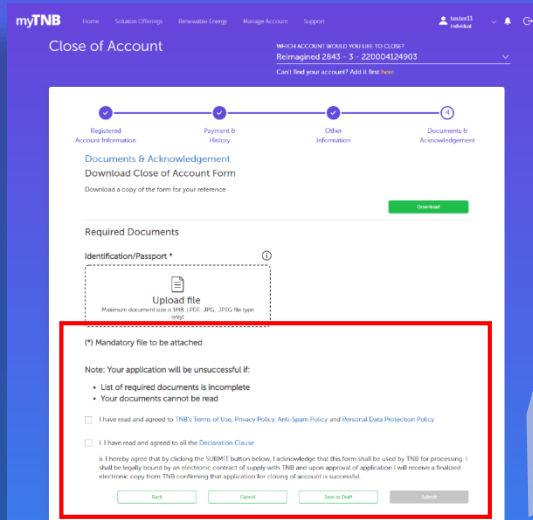
Back

Cancel

Save as Draft

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Submit



- To read TNB's terms of use, privacy policy, anti-spam policy, personal data protection policy, and declaration clause click on the words in blue before checking the boxes.

Registered
Account Information

Payment &
History



TIP:

- You can track the status of the application under “My Application Status” table in the Apply tab.



Application Submitted

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

Application Reference Number: COA-000-000-5836

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OK

(* Mandatory file to be attached

Note: Your application will be unsuccessful if:

- List of required documents is incomplete