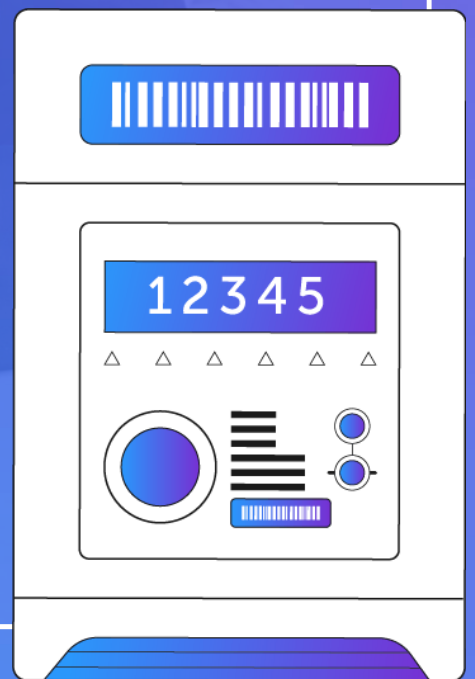TENAGA NASIONAL
Better. Brighter.

GETTING TO KNOW YOUR SMART METER & THE myTNB APP

An easy guide for your Smart Meter and the myTNB app

12345

Contents

Welcome to a smarter way to manage your electricity, with TNB Smart Meter.

Smart Meters read your daily energy usage and provide more accurate bills for a smarter, greener and more energy efficient future.

Benefits of having a Smart Meter.

Smart Meters are a new way for Malaysians to get their meter readings for a better energy experience. The Smart Meter and its installation is free for all!

01 Smarter Control

Smart Meters share information with your myTNB app, so you can track and adjust your energy usage to save money and the environment.

02 Smarter Information

View half-hourly energy usage updates and receive notifications via the myTNB app when your electricity supply is disconnected (available soon).

03 Smarter Payment

Smart Meters continuously read your energy usage to give an accurate bill. You can pay your Smart Meter bill anytime, anywhere via the myTNB app.
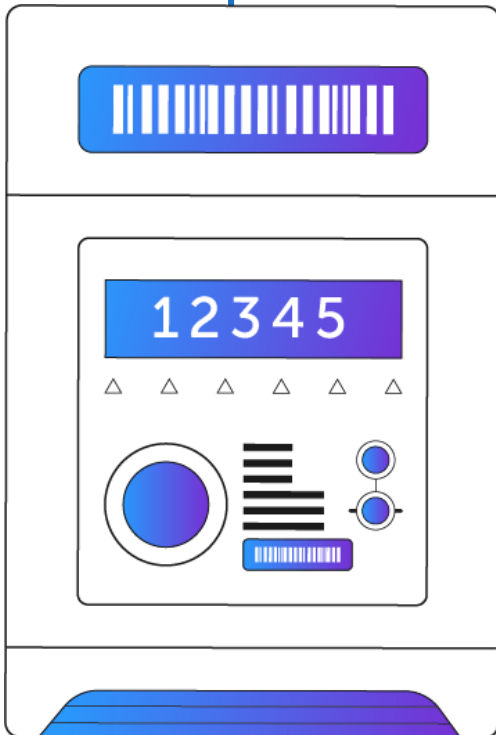
Want to know more? Check out the Smart Meter FAQ on page 53.

If you haven't downloaded the myTNB app you can do it by scanning this QR Code. The app is completely free too.

Find out how to use the myTNB app overleaf.

Introducing your myTNB app

Pair your Smart Meter with the myTNB app for smarter energy use and bill payments anytime, anywhere.

Benefits of using the myTNB app with your Smart Meter.

The free myTNB app puts the power to manage your energy usage right in your hands, by receiving information from your Smart Meter.

01 Find out how much electricity you have used

02 View your total electricity bill for existing meters and Smart Meters

03 Pay for your electricity bill anytime, anywhere even if you don't have a Smart Meter yet

Updates

We are constantly working to make this service the best it can be, so over the next few months there will be a number of myTNB app updates. Each update will see the introduction of another great feature. We will keep you informed about these via our social media.

What's next?

Since this is all new, we've created a handy guide to enable you to get the most out of your myTNB app.

Getting started with the myTNB app

This section will teach you how to use the app. If you have more questions you can read the FAQ and the Glossary.

Download the myTNB App

1. Visit the Google Play Store (Android) or Apple App Store (iPhone).
2. Search 'myTNB'
3. Select 'Install'

The myTNB App is compatible for Android version 5 onwards and iOS version 9 onwards. The app store icons are indicated below:
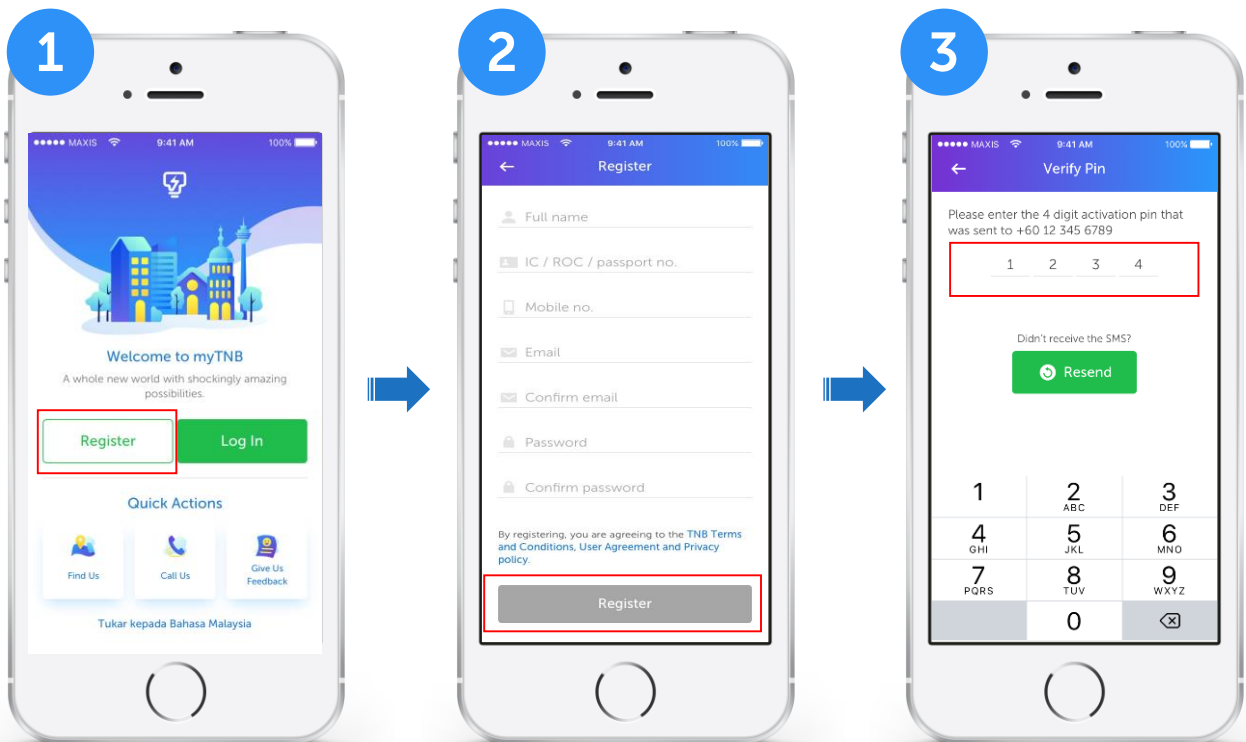
Apple App Store (iPhone)

Google Play Store (Android)

myTNB App

Register Your myTNB Account

You might have already been using the myTNB app before the Smart Meter installation. That's great! If not, get started by registering your TNB account in order to view your electricity usage and bills on your smartphone.
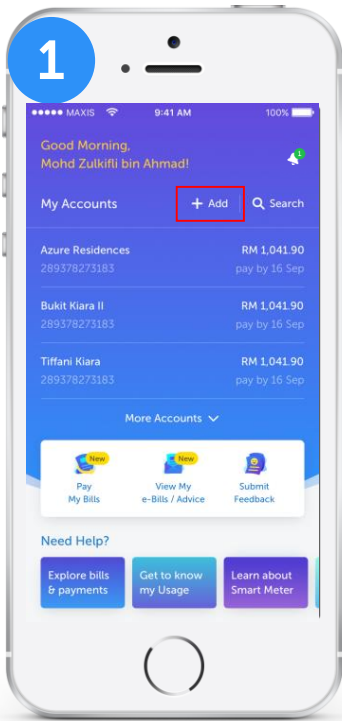
1

Select 'Register'

2

Enter your details, then select 'Register'

3

Enter the PIN sent to your smartphone via SMS
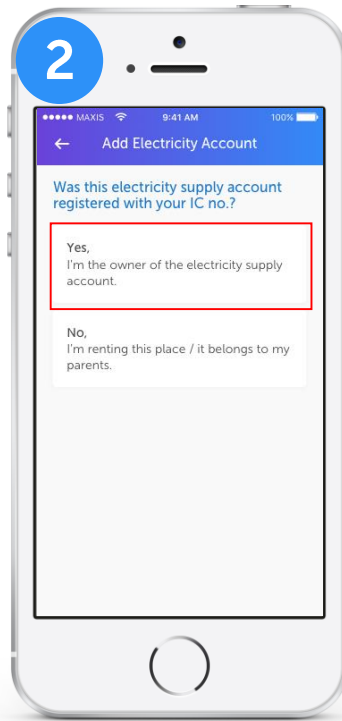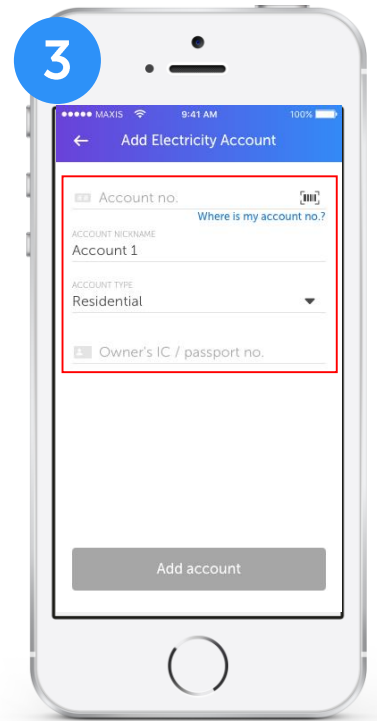
Add a New TNB Account (for Account Owners)

You can add more than one TNB account registered under your name in the myTNB app for easier tracking of your electricity usage and bills.
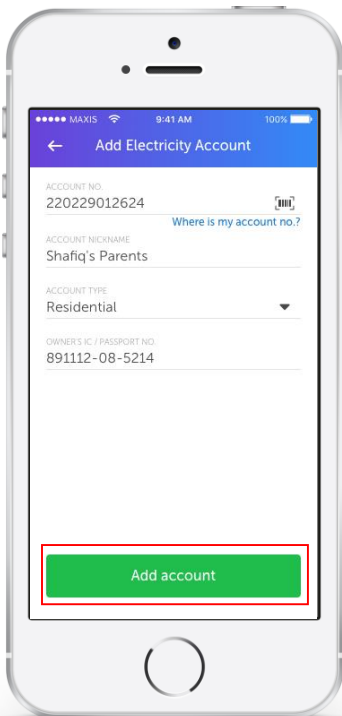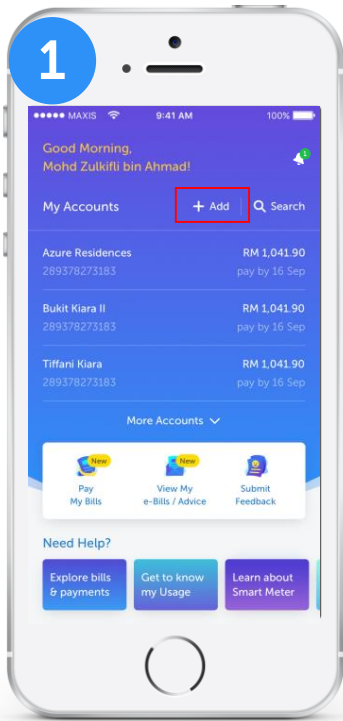
1

Select '+ Add'

2
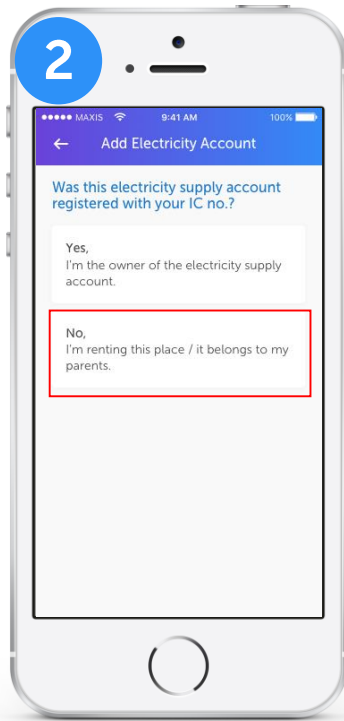
Select 'Yes'

3

Fill in the details

Select 'Add account'

9

Add a New TNB Account (for Tenants with Owner Access)

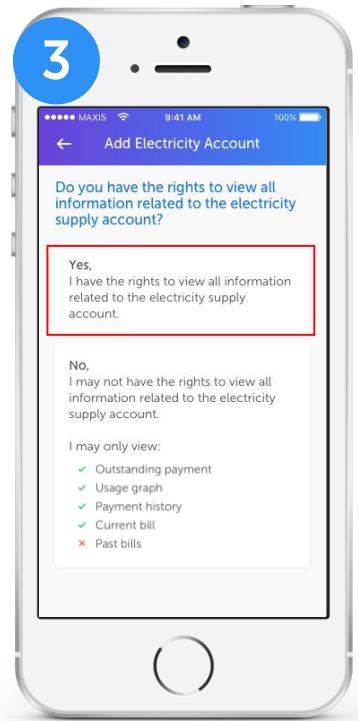If you're renting a space and have the right to view all information related to the TNB account, you can view all electricity bills for the property you are renting. You'll need the TNB Account number, which you can find on the top left-hand corner of your paper bill, and the owner's IC or passport number.
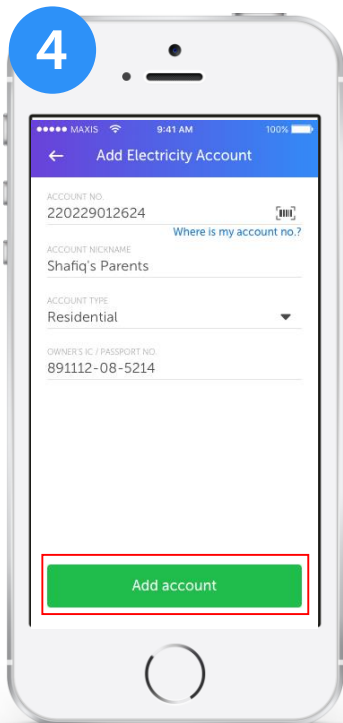

Select '+ Add'

Select 'No'

Select 'Yes'

Fill in the details and select 'Add Account'
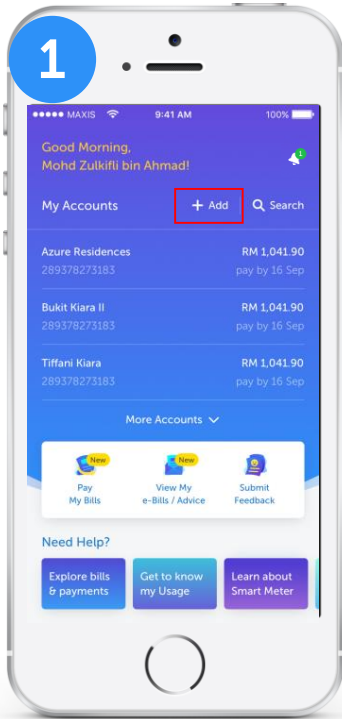
Add a New TNB Account (for Tenants without Owner Access)

If you're renting a space, you can view all electricity bills for the property you are renting. You'll need the TNB Account number, which you can find on the top left-hand corner of your paper bill.

1

Select '+ Add'

2

Select 'No'

3

Select 'No'

4
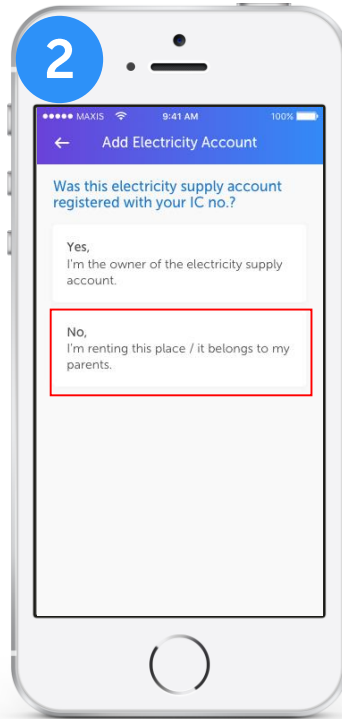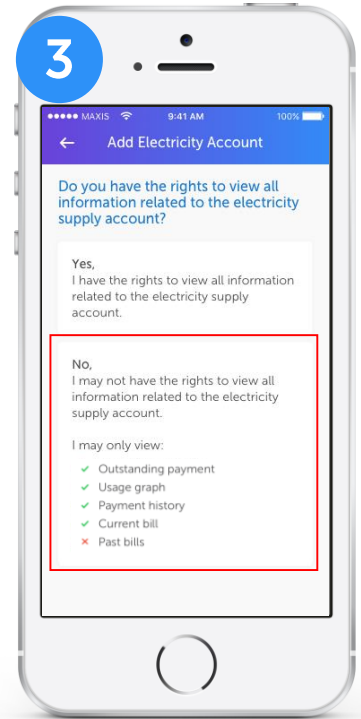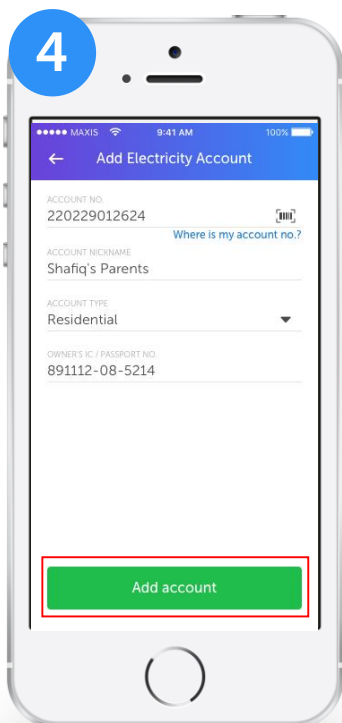
Fill in the details and select 'Add Account'

Add Account Nickname

Keep track of all your accounts by changing the account's nickname.
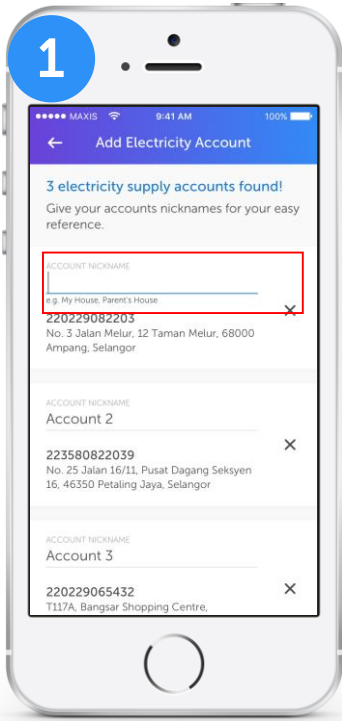
Enter your account nickname (e.g. Vista Apt)
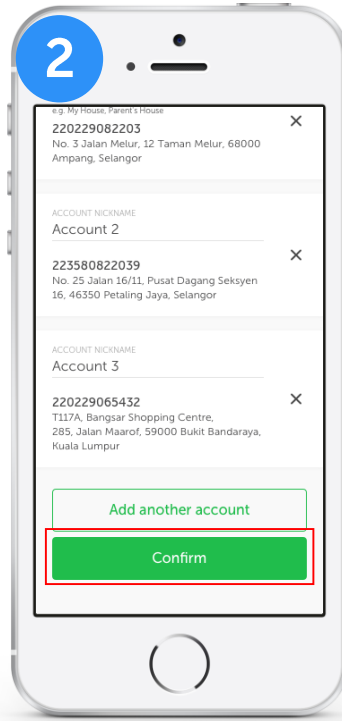
Select 'Confirm'
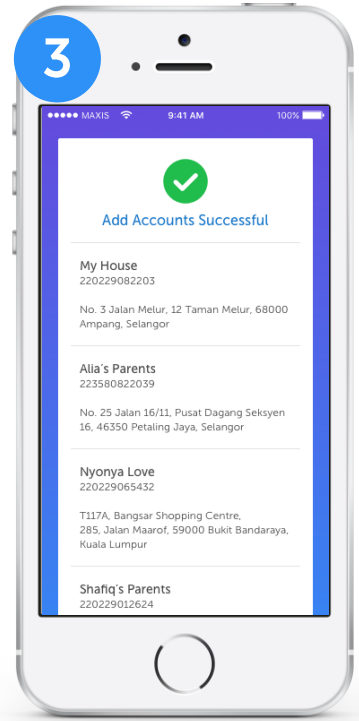
You have successfully linked your account
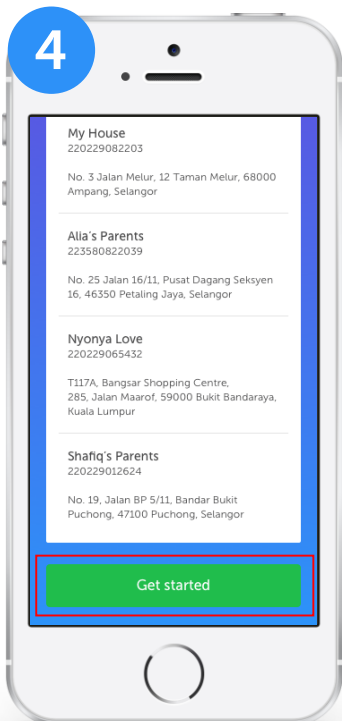
Start using the app by selecting 'Get Started'

Manage Your Account Settings

Settings enable you to remove or add your TNB accounts.
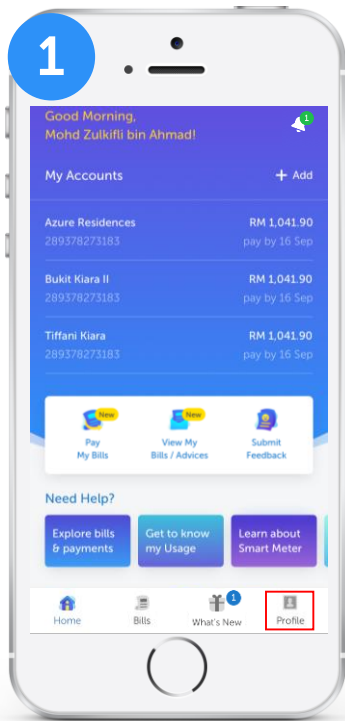
Select 'Profile'
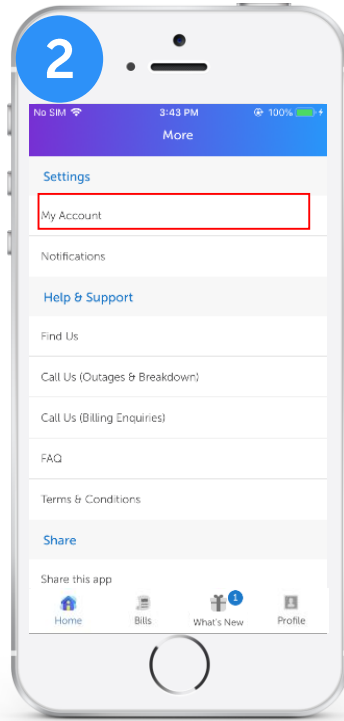
Select to view 'My Account'

Reset/Forgotten Your Password – 1

Strong passwords have 8 characters, a mixture of uppercase and lowercase letters, and include numbers. If you would like to change yours or have forgotten it, it's easy to change.

1
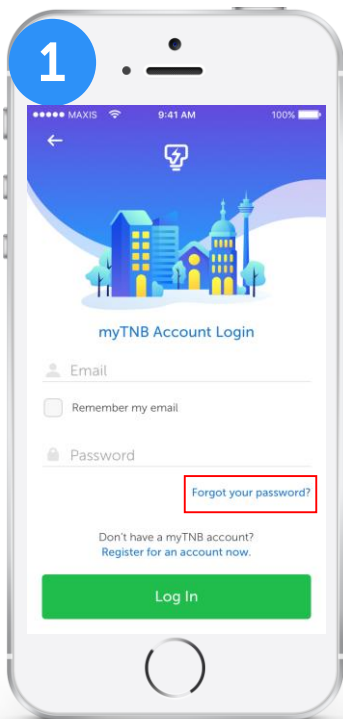
Select 'Forgot Password'

2
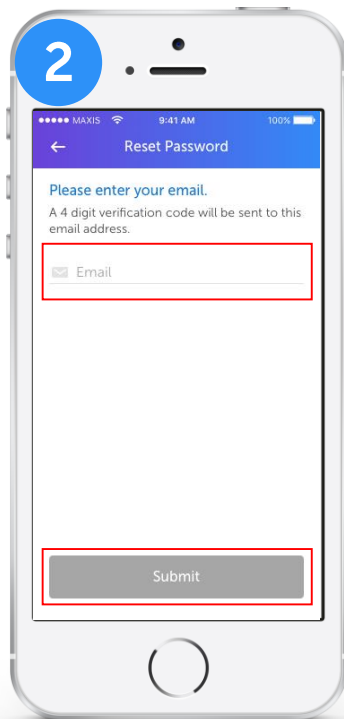
Enter the email registered to the account and select 'Submit'

3

Check your email for the 4-digit code.

4

Enter the code

5
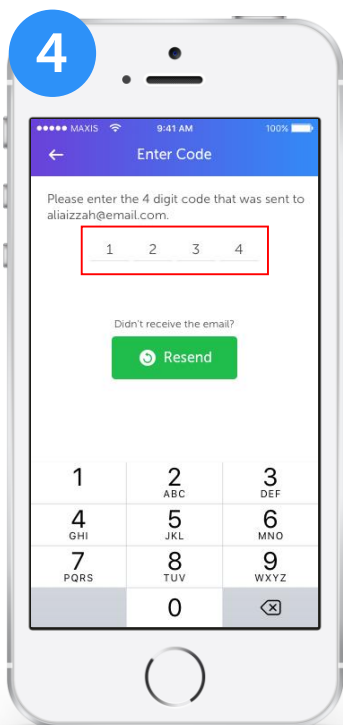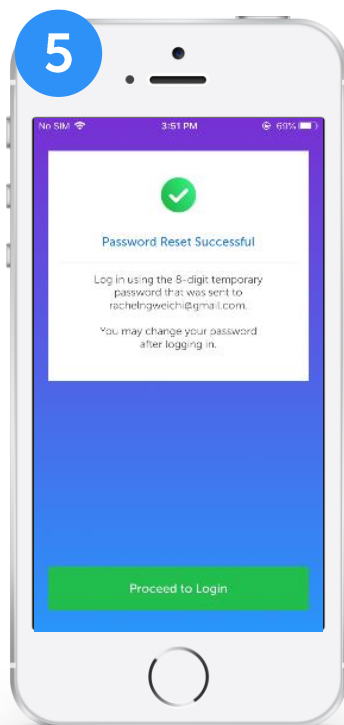
The 8-digit temporary password will be sent to your email

6
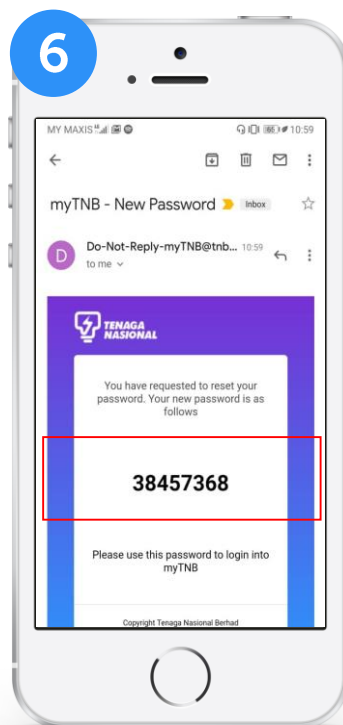
Check your email for the temporary password

14

Reset/Forgotten Your Password – 2

7

8

9
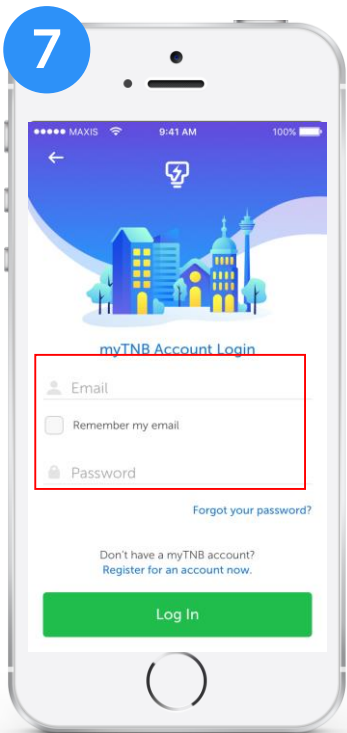
Enter your email address and temporary password, then select 'Login'
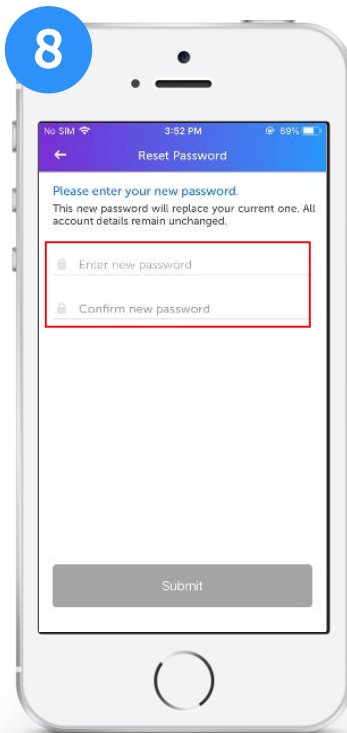
Enter your new password
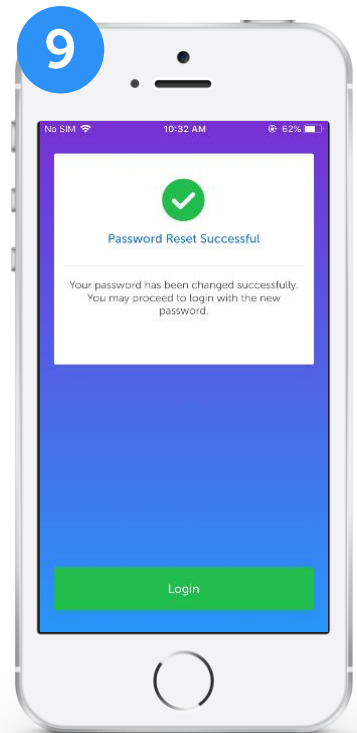
You have successfully changed your password

View Home Page

You can have a quick glance of all your registered accounts and access to various services to cater to your immediate needs on the Home Page.
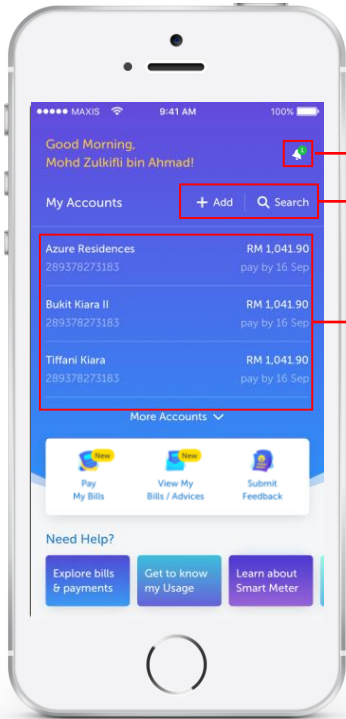
Tap on the bell icon to view in-app notifications

Tap on the '+ Add' button to add another account or the 'Search' icon to search for accounts (search feature is only applicable for customers with more than 3 accounts registered in the app)

View the full list of registered accounts
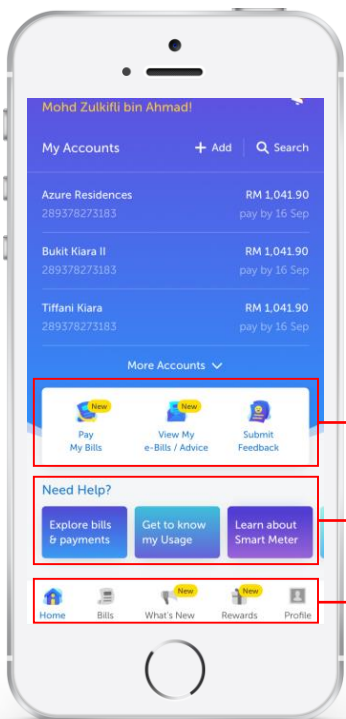
Pay bills and contact TNB easily

Get quick access to answers and swipe left to check out more FAQs such as:
- Explore bills & payments
- Learn about Usage
- Smart Meter Usage basics
- About managing accounts
- How to set notifications
- Managing app settings
- About Self Meter Reading

Navigate to different pages

Track Energy Usage (Normal Meter)

You can see how much electricity (kWh) you've used and the total amount you owe for the current billing period.

Note: For any given billing period in which there is an estimated bill, it will be indicated with an asterisk (*) and italicised text for the month.
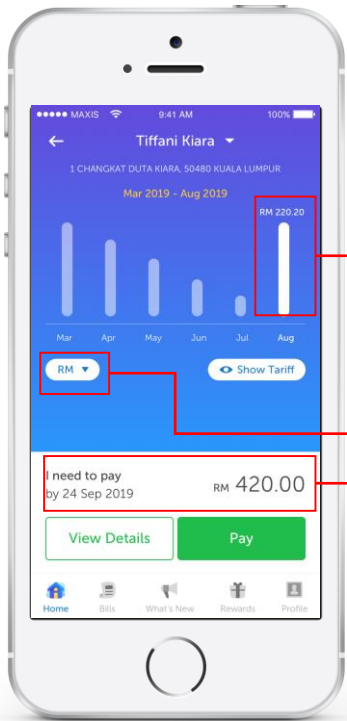
View the bill amount and energy usage for the selected month

Toggle between 'RM' and 'kWh' view

View the total amount due including current and outstanding charges

'RM' View
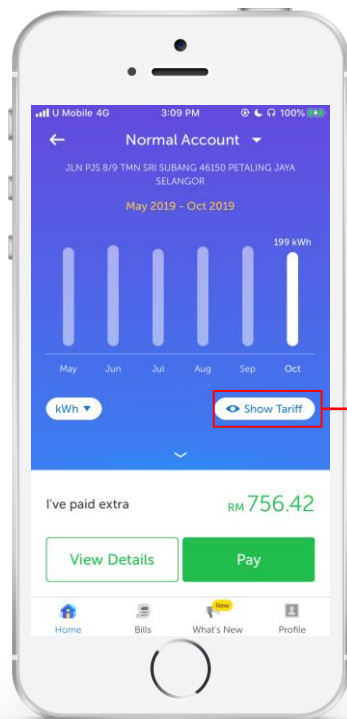
Tap to view more/ hide information on the tariffs blocks

'kWh' View

Track Energy Earnings (Renewable Energy (*RE*) Accounts)

You are able to see how much electricity (kWh) you've earned and the total amount you will receive for the current billing period.
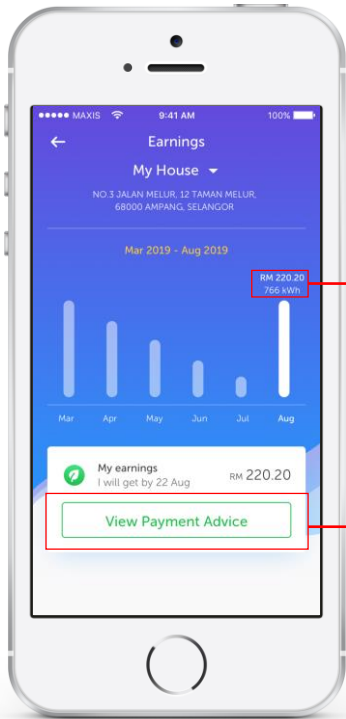
View the energy earnings and the energy generated for the selected month

View energy earnings for the current period

Refresh the Home & Usage Page

Sometimes the information in the Home & Usage Page may not appear. If this happens, the following screens will appear prompting customers to refresh the page. If the information is still not update, kindly re-login to the app.
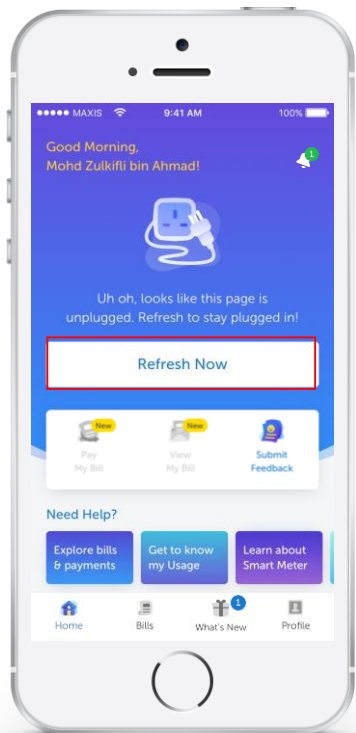
Select 'Refresh Now' in the Home page
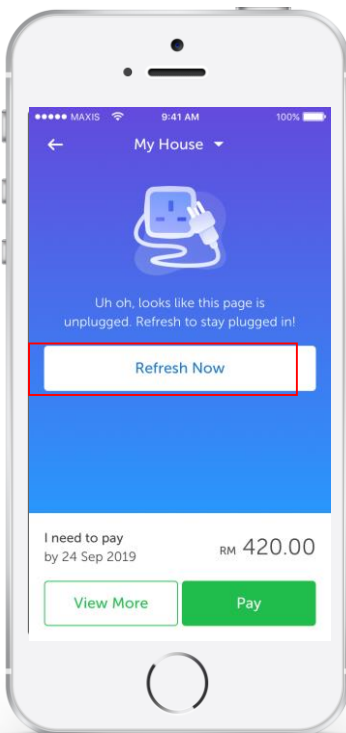
Select 'Refresh Now' in the Usage page of one account to update the graph
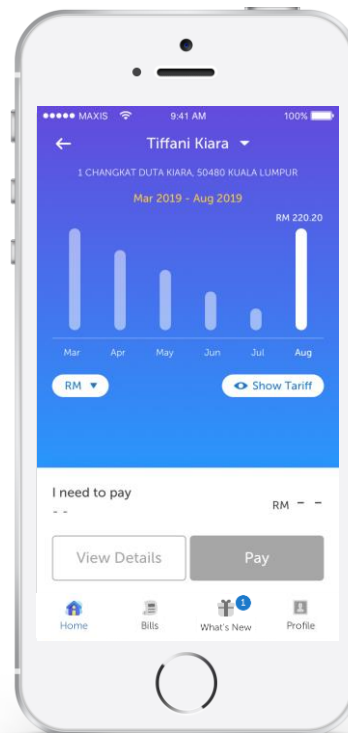
Try again later to view the updated payment amounts
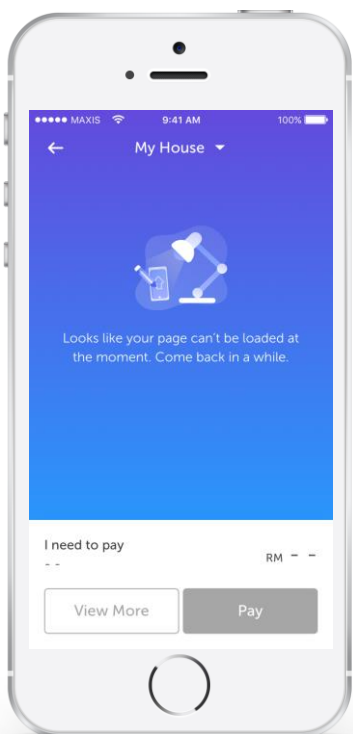
Try again later to view the updated 'Usage' page

19

View Electricity Disconnection Status

Customers with overdue payments resulting in a disconnection of their electricity supply will be notified via the app. You will receive both a disconnection notice (before it happens) and a disconnection message (when it happens).
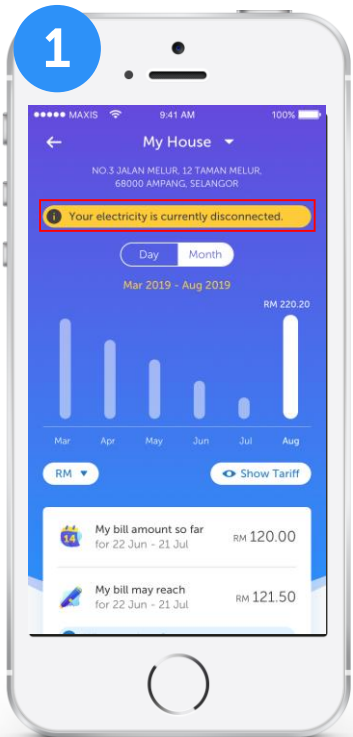
Select the 'i' icon to view an explanation of the disconnection notice
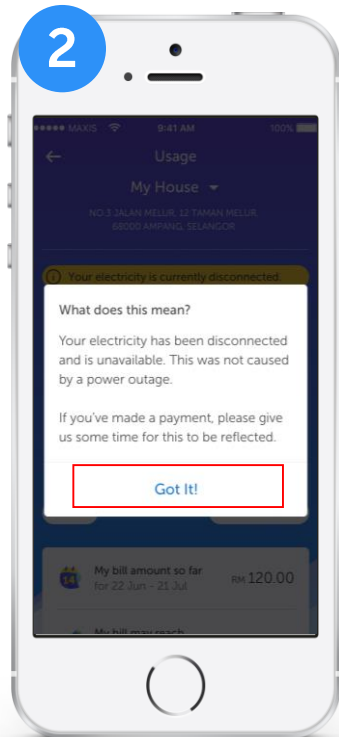
Select 'Got it!' to return to the Usage page

Track Energy Usage (Smart Meter)

You can see a detailed breakdown of their monthly, daily and half-hourly energy usage and the projected energy usage for that cycle based on your energy consumption pattern.

Tip: If you are unable to see the Smart Meter Usage view after installation, try updating to the latest version of the app or logging in and out of your account a week after installation. For any given billing period in which there is an estimated bill, it will be indicated with an asterisk (*) and italicised text for the month.
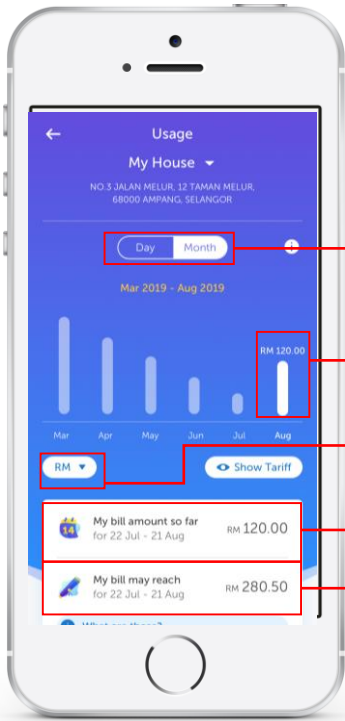
Toggle between 'Day' and 'Month' view

View your bill amount so far for the current billing period based on your consumption to-date

Toggle between 'RM' and 'kWh' view

Total amount due during the previous month

View how much your bill may reach for the current billing period based on your consumption pattern in the last month

Usage in RM
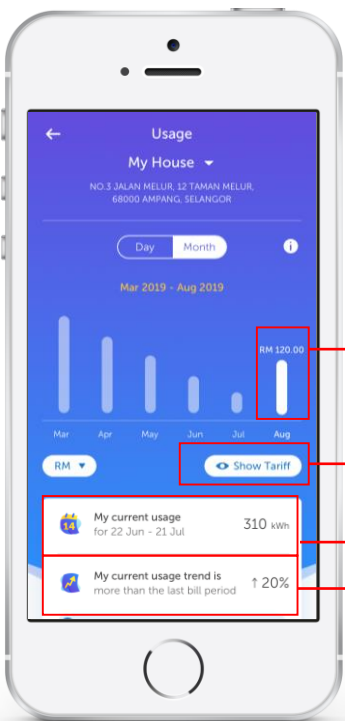
View your usage so far for the current billing period

Tap to view more/ hide information on the tariff blocks

View how much your electricity consumption is in the last 30 days

View your current electricity usage trend based on the last bill period

Usage in kWh

21

View Detailed Energy Usage (Smart Meter)

You can see a detailed breakdown of your monthly and daily usage (for the last 30 days only) in the RM and kWh view. If the last 30 days crosses over two months, select the respective months to view the daily usage in each month.
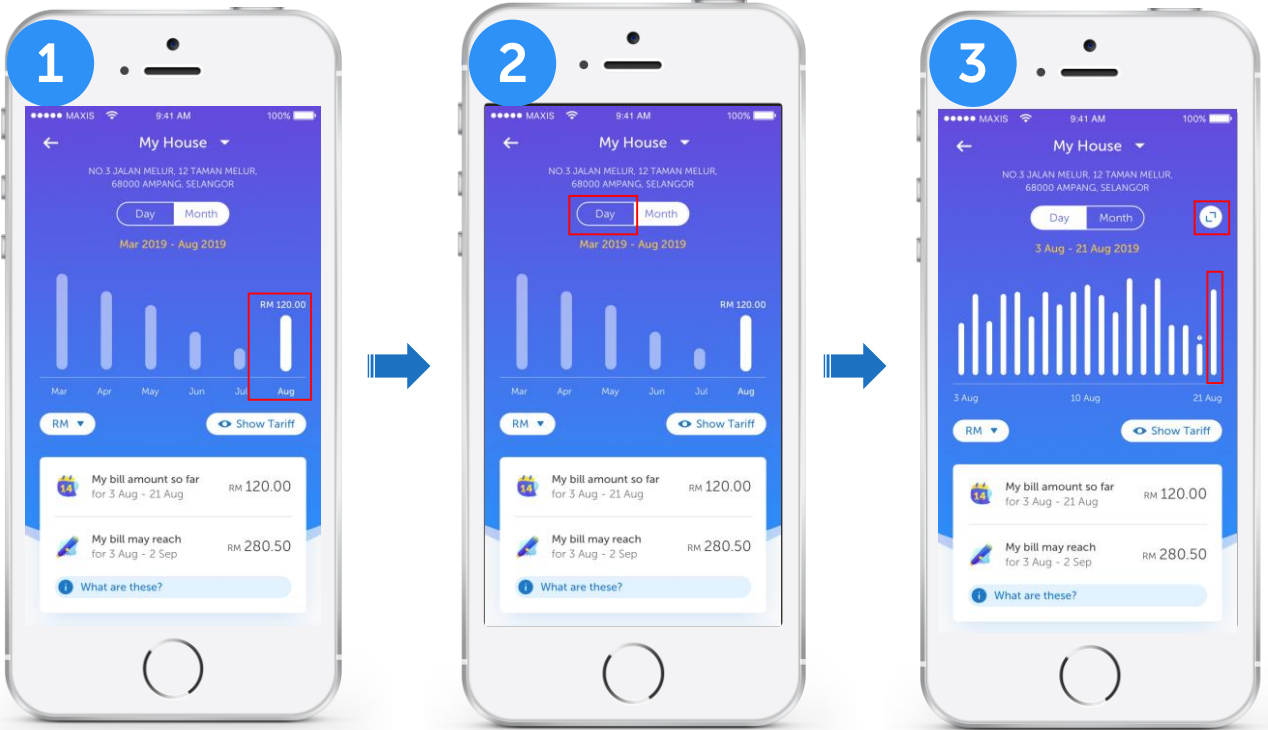
Select any month to check for monthly energy usage (up to 6 months)

Select 'Day' to view your daily usage for the last 30 days

Select a day or tap the zoom-in button for more information
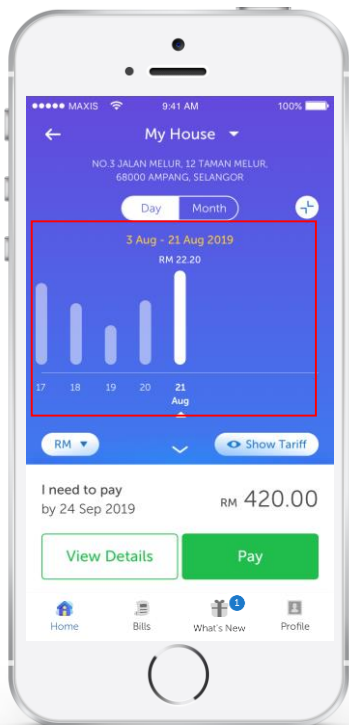
Swipe right or left to view the daily usage

Start Self Meter Reading (SMR) – 1

You can read and submit your electricity meter reading. This service is highly recommended if you consistently get estimated bills due to missed meter readings. This may occur when the meter is not easily accessible (i.e. meter located in a gated area/remote location) by our Meter Readers.
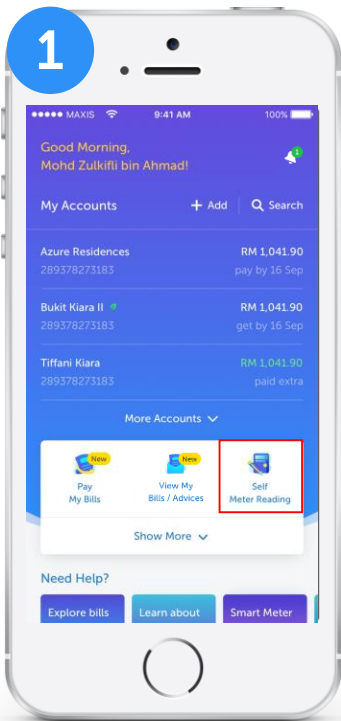
Select 'Self Meter Reading'
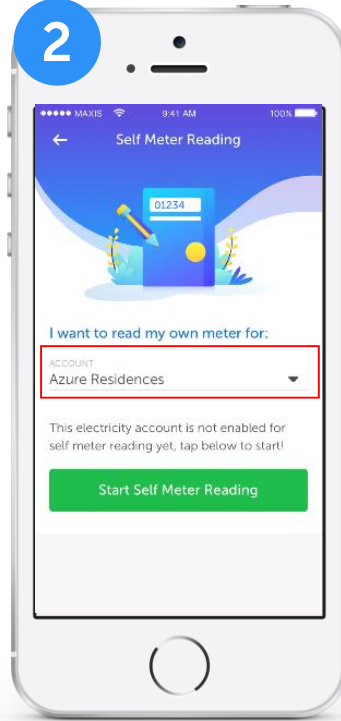
To select accounts, click on 'Account' column
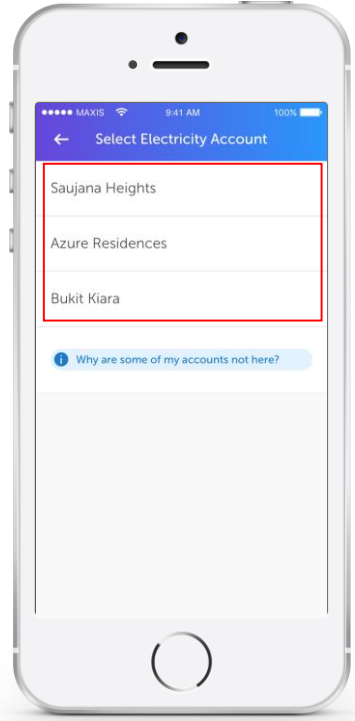
Select the relevant account from the list
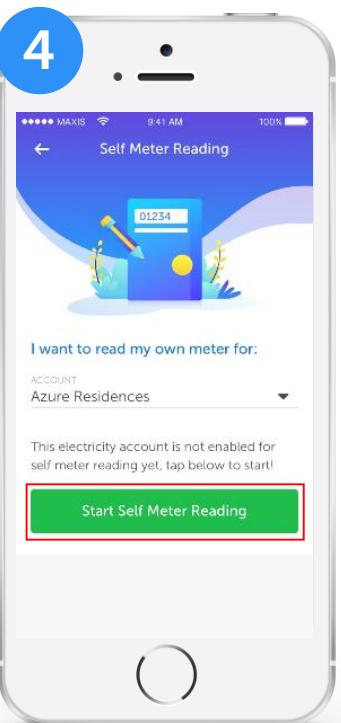
Select 'Start Self Meter Reading' to begin
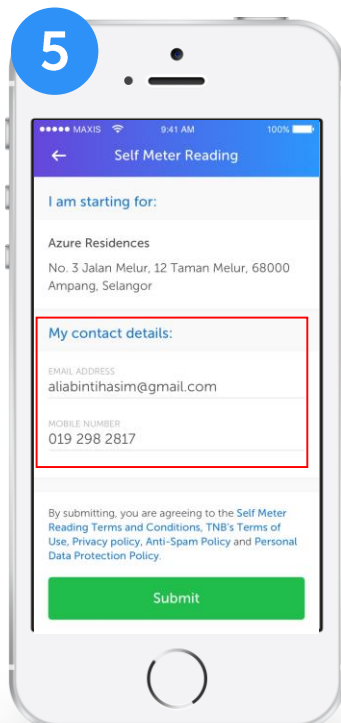
Edit contact details if necessary. Updating contact details will update your myTNB account profile and TNB account details.

Select 'Submit

23
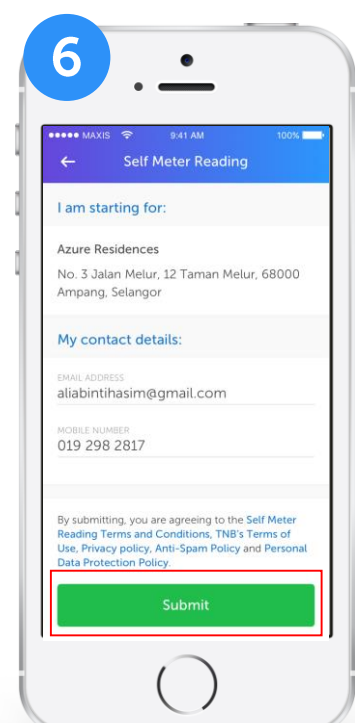
Start Self Meter Reading (SMR) – 2

7
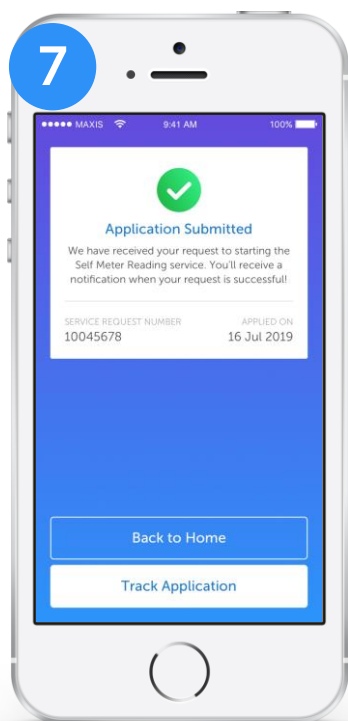
Application is successfully submitted

Note: To be eligible for Self-Meter Reading, the account must adhere to the following criteria:

- The customer is a Residential customer with an active TNB account
- A valid email and hand phone number must be provided to TNB
- The customer's electricity supply is not disconnected
- The customer's meter is free from unauthorized access
- There is only one meter in the customer's premises

Only customers who are Account Owners can apply for Self Meter Reading. Also, only accounts that are eligible for Self-Meter Reading will appear in the app when subscribing.

Submit Meter Readings (Understanding the Basics)

Understanding the type of meters that you use is important to determine how many reading values you have to input during meter reading submissions. The reading values are displayed on the LCD screen on the meter. You may be using a 1-Phase or 3-Phase Meters. Customers with 3-Phase Meters, depending on the number of registers, may be required to submit up to 3 reading value entries.
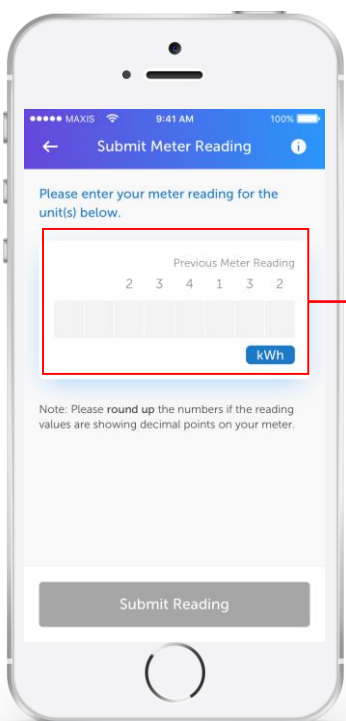
Customers using 1-Phase Meters or 3-Phase Meters with 1 register are required to submit the kWh reading
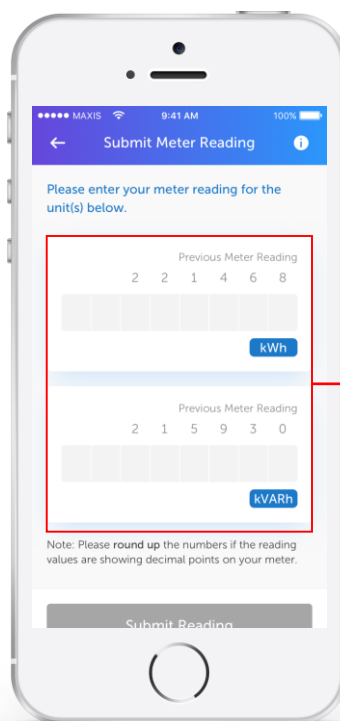
Customers using 3-Phase Meters with 2 registers are required to submit the kWh and kW/ kVARh readings (depending on how the meter is configured at their premise)
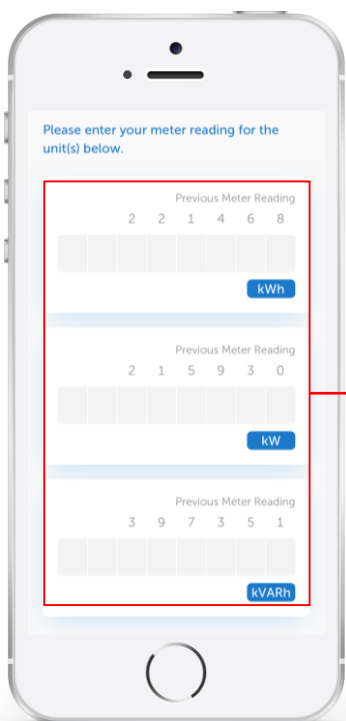
Customers using 3-Phase Meters with 3 registers are required to submit the kWh, kW, and kVARh readings

Submit Meter Reading

You can also submit meter readings manually if you are unable to take or upload a photo of the meter values.

1

Select 'Self Meter Reading'

2
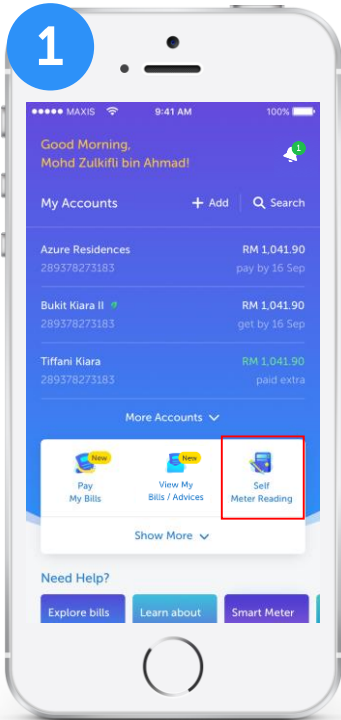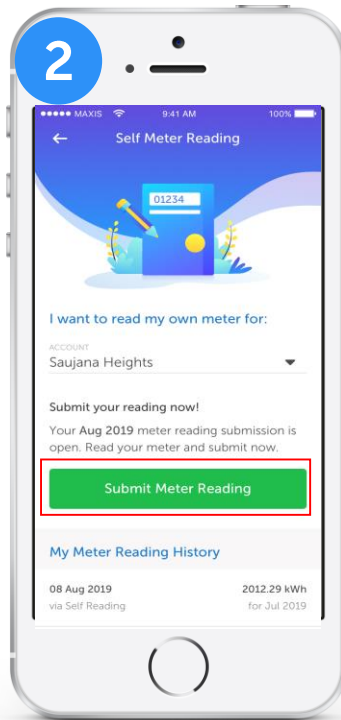
Select 'Submit Meter Reading'

3

Select the box

4
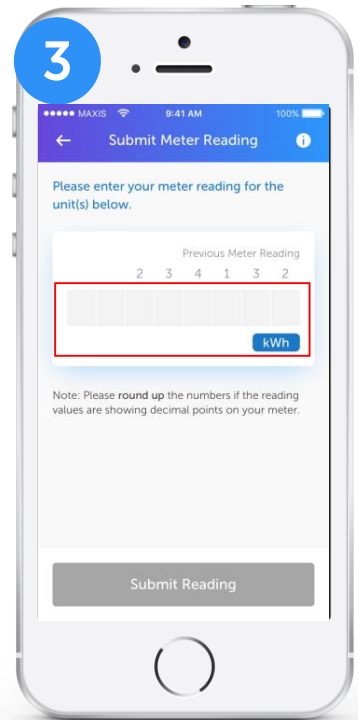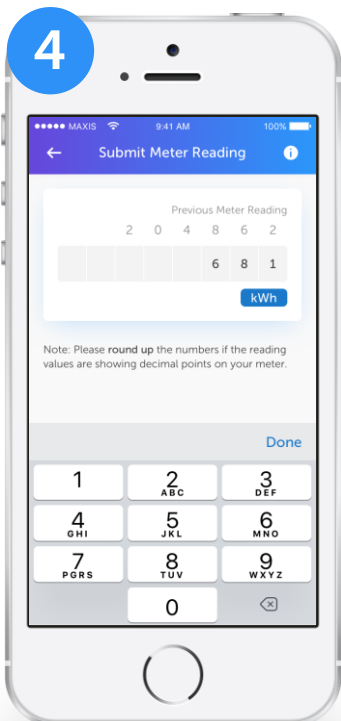
Key in the reading value

5
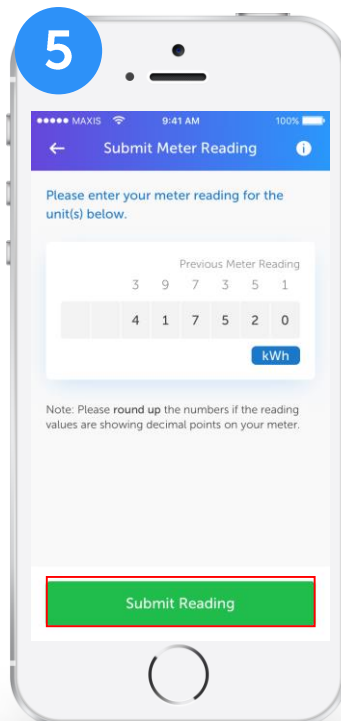
Select 'Submit Reading'

6
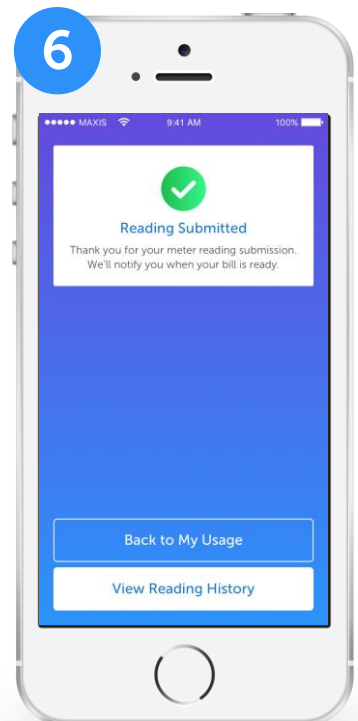
Reading has been submitted

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View Meter Reading History

There are two ways to view meter reading history: via the Home page and the Usage page. Only self-meter readings and meter readings by our Meter Readers in the last 6 months will appear.
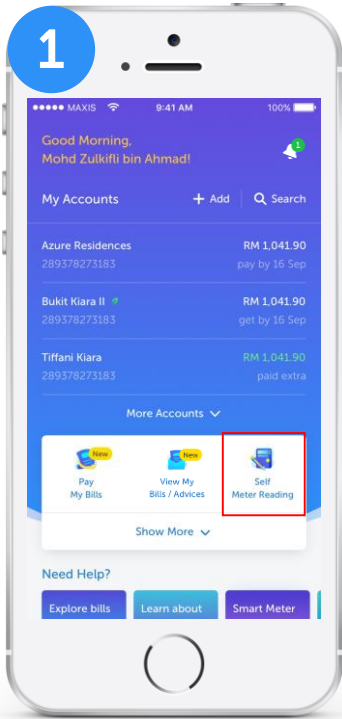
1 Select 'Self-Meter Reading'
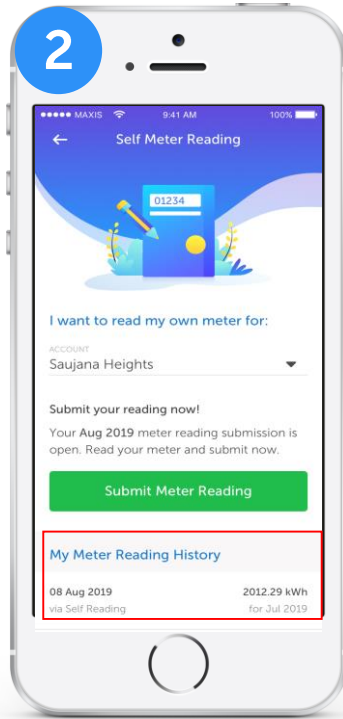
2 Scroll down to read Meter Reading History for the past six (6) months
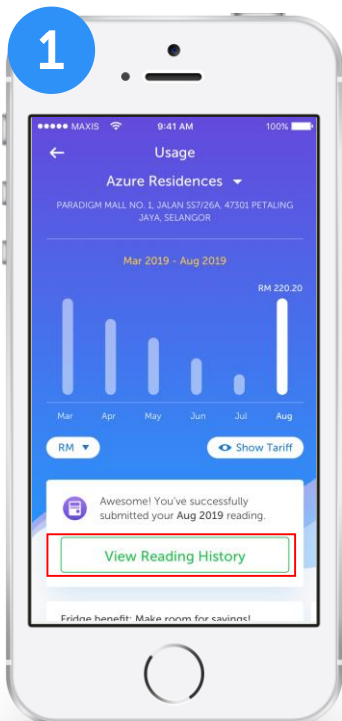
1 From the Usage page, select 'View Reading History'
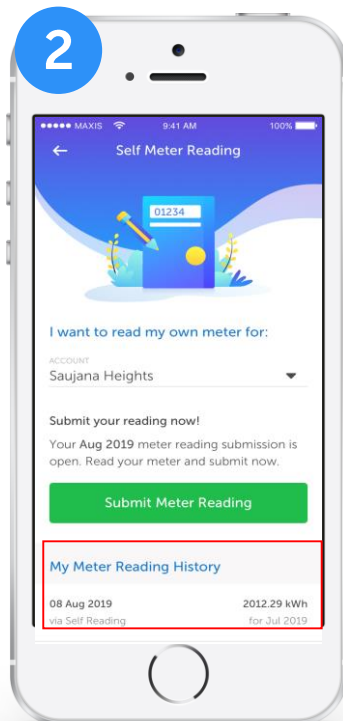
2 Scroll down to read meter reading history for the past six (6) months

Stop Self Meter Reading (SMR)

You can discontinue your SMR subscription for a Self-Meter Reading Account anytime.

1

Select 'Self Meter Reading'

2
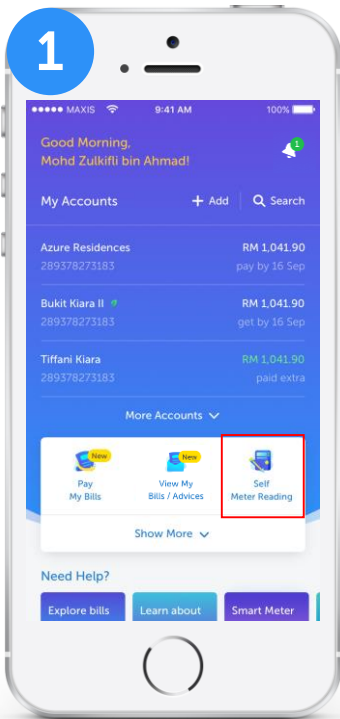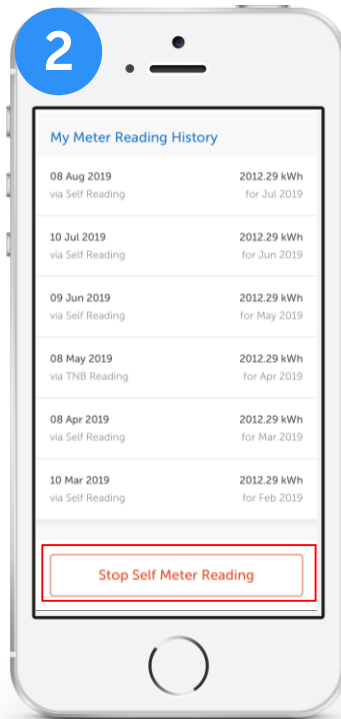
Scroll down and select 'Disable Self Meter Reading'

3
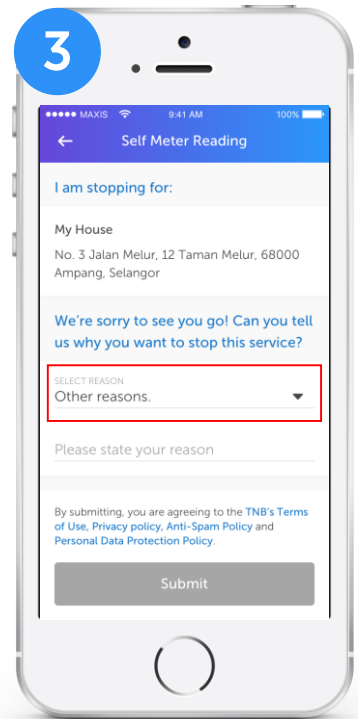
Select reason for disabling SMR

4

Select 'Submit'

5
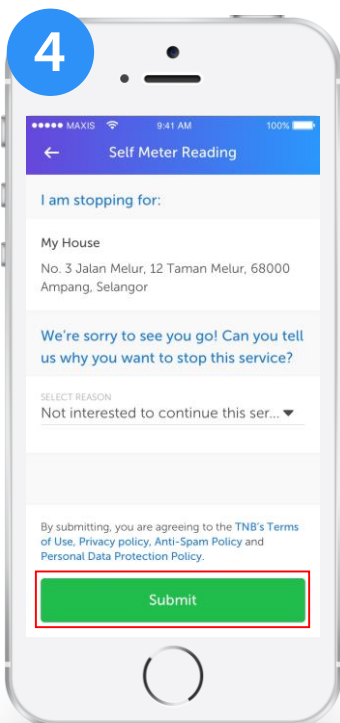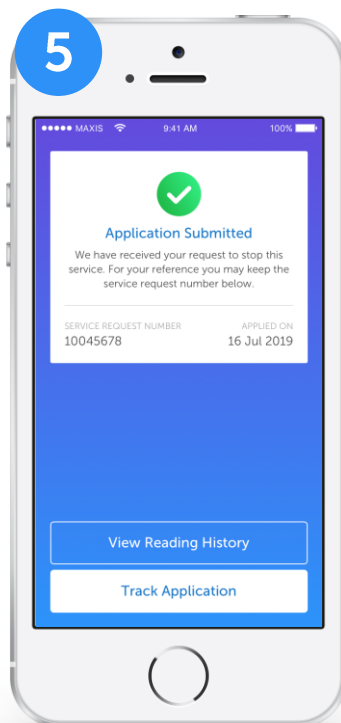
Application is successfully submitted

Note: After unsubscribing to the Self Meter Reading service, you can still reapply for the service as long as the account is still eligible for it.

Navigate to Bill Page

You might see three common billing scenarios on your Bills Page
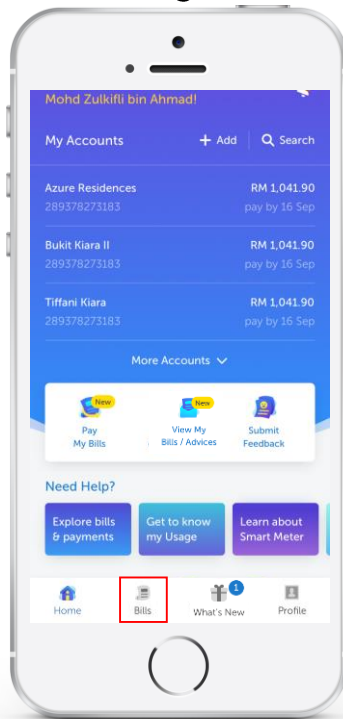
Select 'Bill'
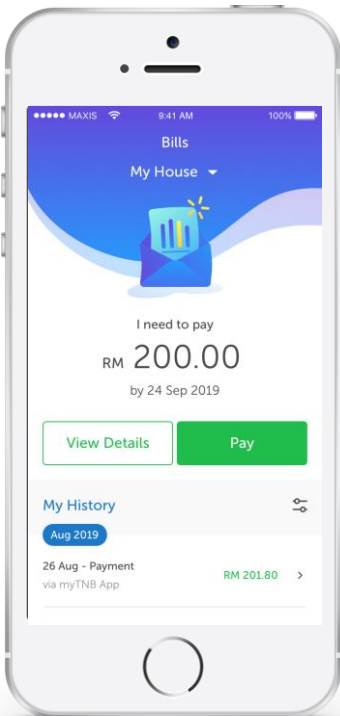
Scenario 1:
Outstanding charges
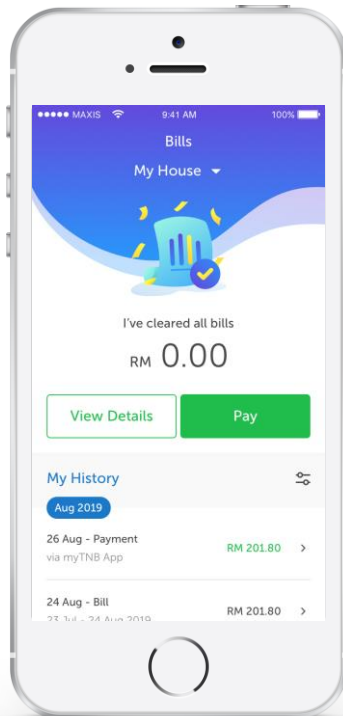
Scenario 2:
No outstanding charges
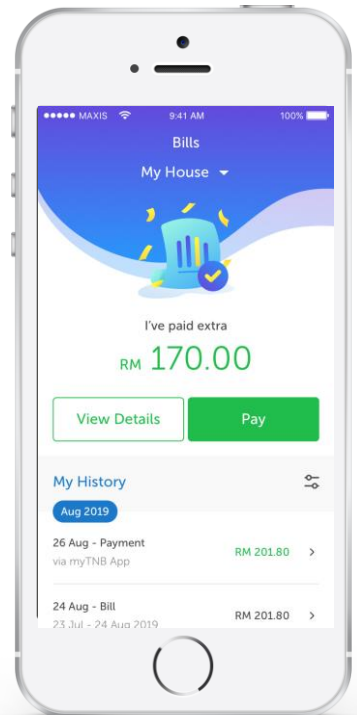
Scenario 3:
Overpaid amount

View Current Bill

It's better for the environment to have paperless bills. This app helps you go green!
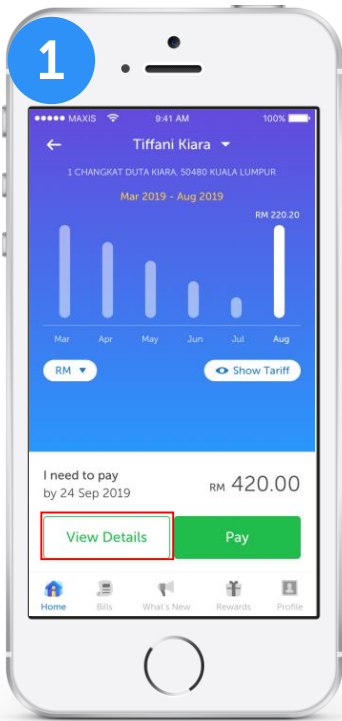
Select 'View Details'
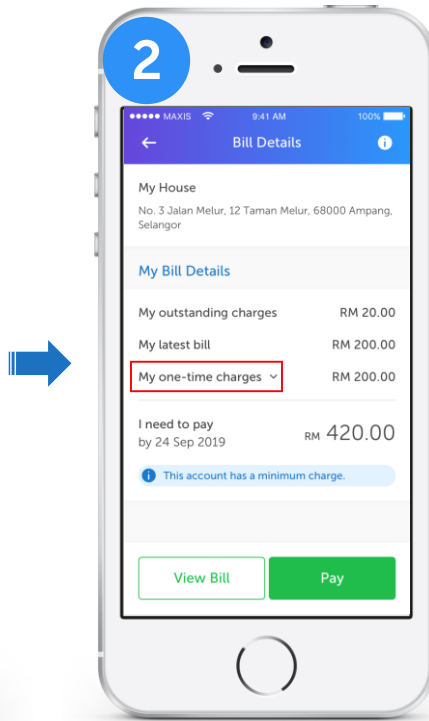
View bill details. Select 'My one-time charges' to expand the section
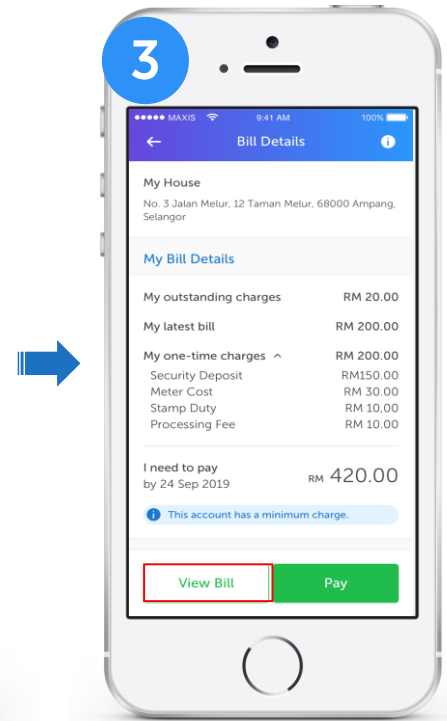
View the list of charges pending payment. Select 'View Bill' to view a PDF copy of the bill

Note: The tooltip 'This account has a minimum charge' will appear when the customer has non-consumption charges due such as Security Deposit, Meter Cost, Stamp Duty and/or Processing Fee.

View Your Bills & Payment History

In the 'Bills' view, you can view your bills and payment history for all your TNB account(s).

1

2
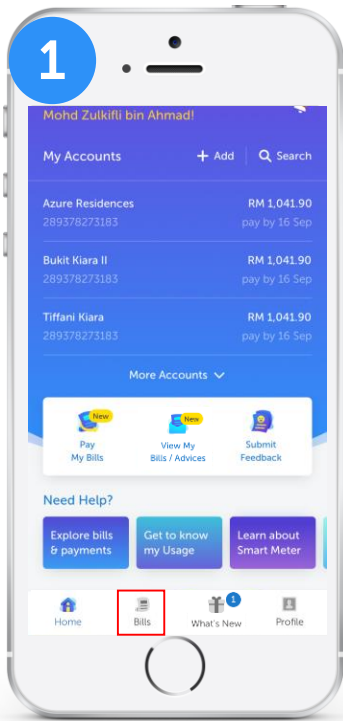
Select 'Bills'
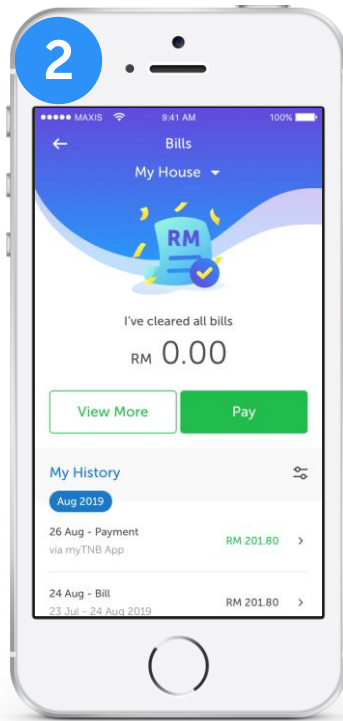
Scroll down to see payment history

Note: Tenants without owner access can only view bills for the current month and bills paid after they've registered their TNB account on the myTNB app.

Pay Your Bills via Credit Card (First Time Payment) – 1

TNB bills can be paid by credit card or online banking. Using the credit card option to pay for bills on the app for the first time takes longer time. After that the credit card is stored securely in the app, but you can remove it or add a new card if you like.

1

Select 'Pay'

2

Select 'Pay Bill'

3

Select 'Add Card'

4
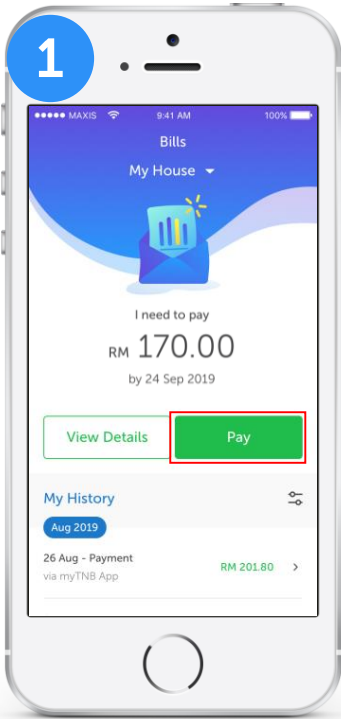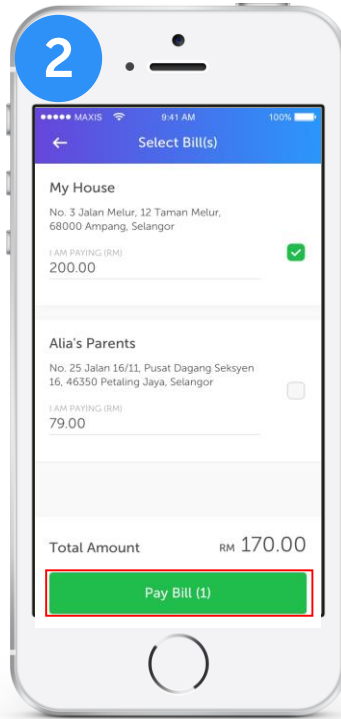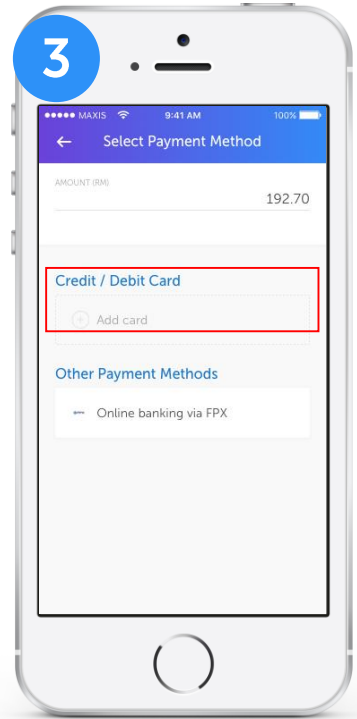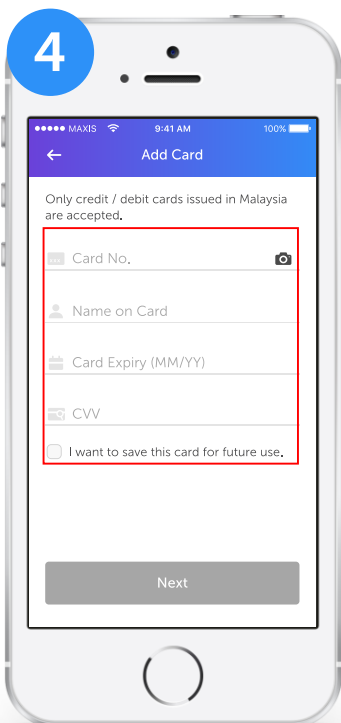
Fill in the credit card details and tick the box to save your card for future use
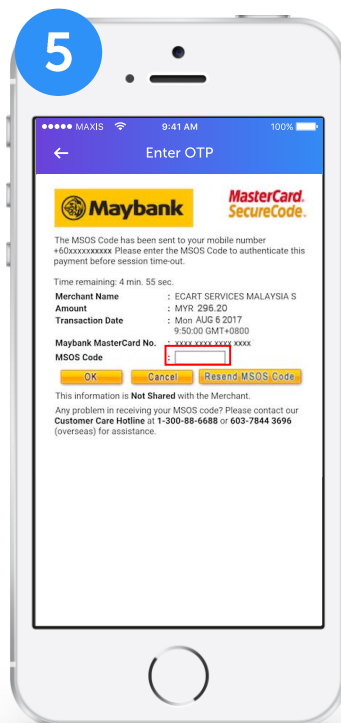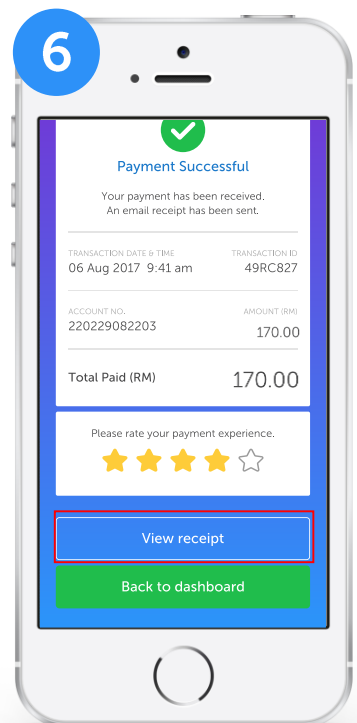
5

Enter the MSOS code provided by your bank via SMS

6

You have successfully paid for your bill via myTNB app. Select 'View Receipt'

32

Pay Your Bills via Credit Card (First Time Payment) – 2
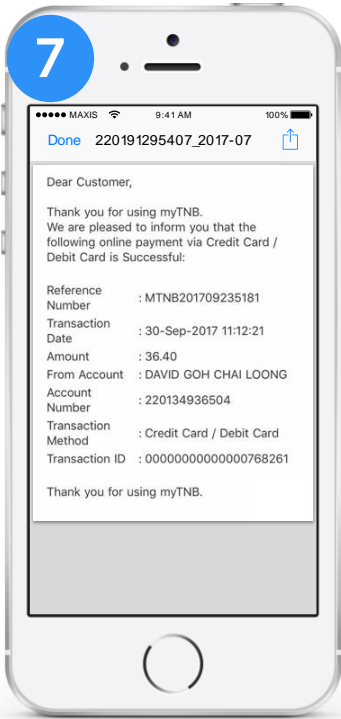
Download the receipt
or check your email
for a copy

Pay Your Bills via Credit Card (Saved Card) – 1

After the first payment via credit card, the details will be saved securely for easier payment next time. Here's how you can pay using a saved credit card on the myTNB app.
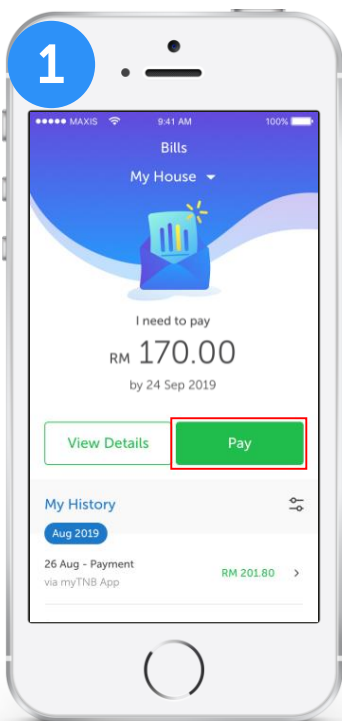
Select 'Pay'
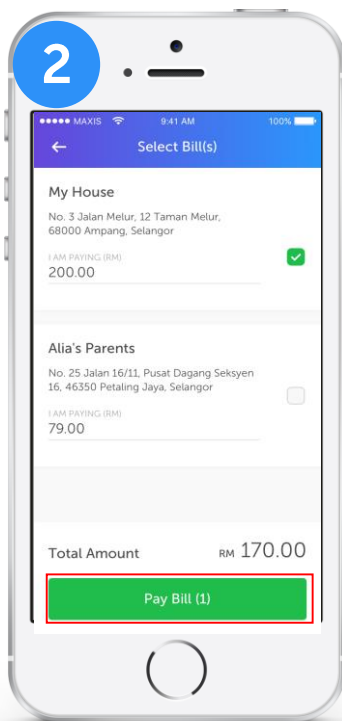
Select 'Pay Bill'
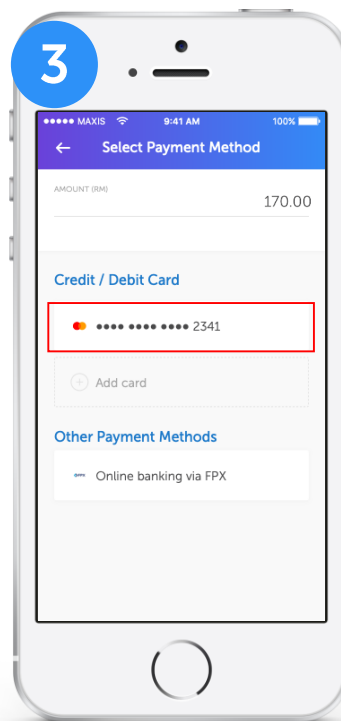
Select the saved credit card
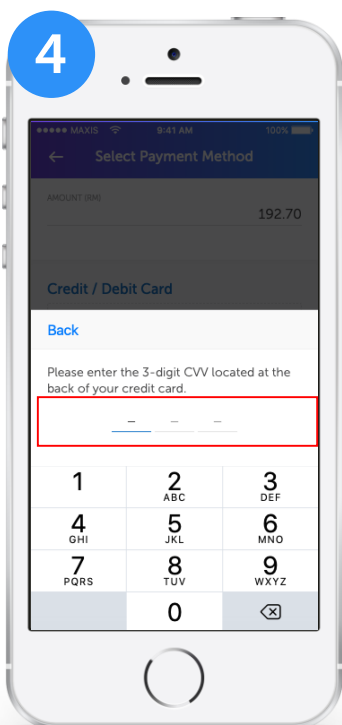
Enter the CVV found at the back of your credit card
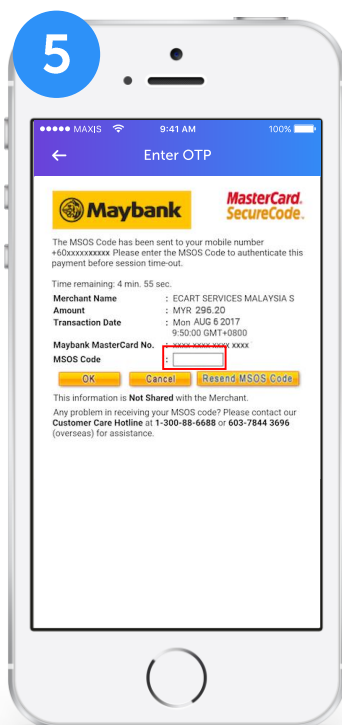
Enter the MSOS code provided by your bank via SMS
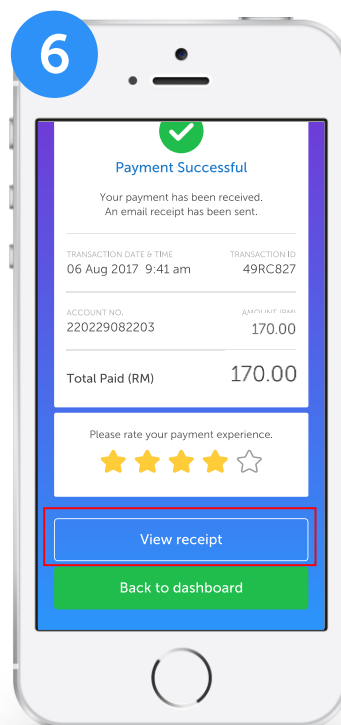
You have successfully paid for your bill via myTNB app. Select 'View Receipt'

Pay Your Bills via Credit Card (Saved Card) – 2
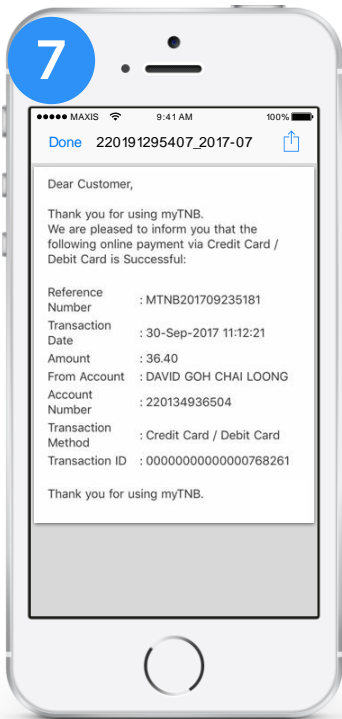
Download the receipt
or check your email
for a copy

Pay Your Bills via Online Banking - 1

If you do not have a credit/ debit card, you can easily pay your bills directly from your bank account with the online banking option.
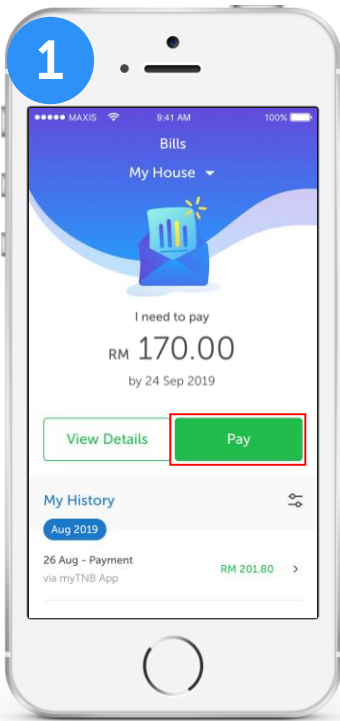
Select 'Pay'
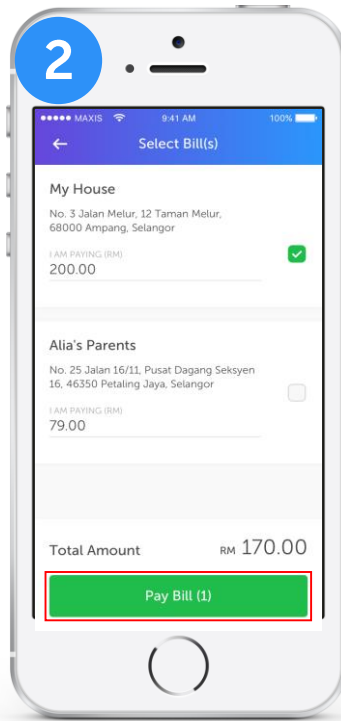
Select 'Pay Bill'
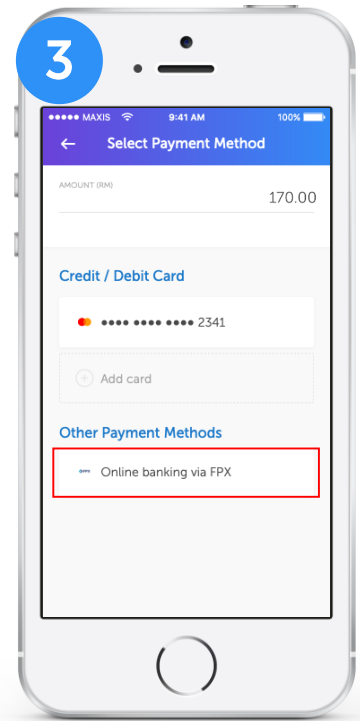
Select 'Online Banking'
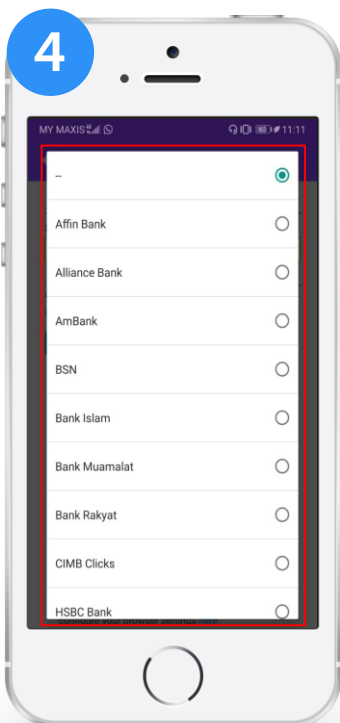
Select bank
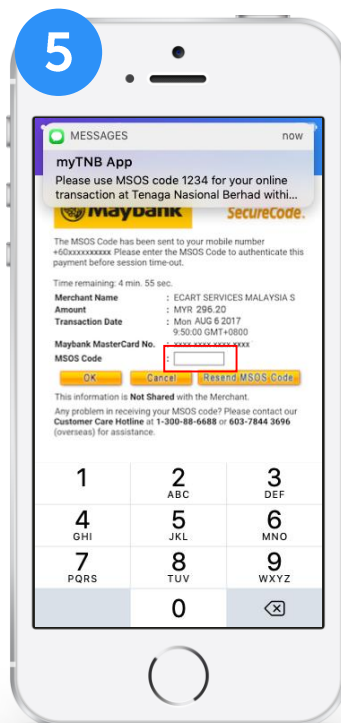
Enter the MSOS code provided by your bank via SMS
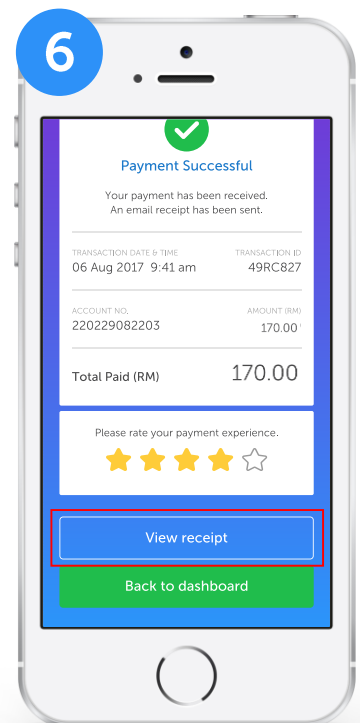
You have successfully paid for your bill via the myTNB app. Select 'View Receipt'

Pay Your Bills via Online Banking - 2
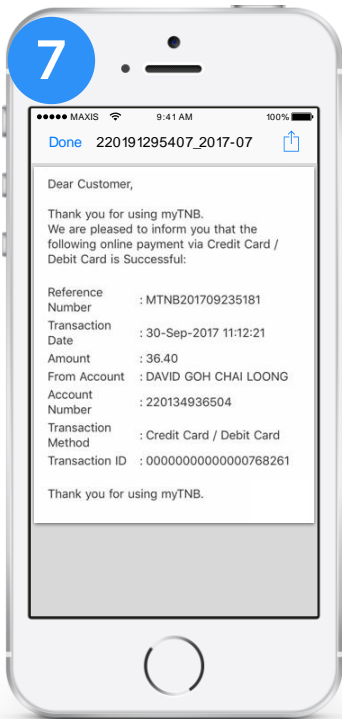
Download the receipt
or check your email
for a copy

Manage Your Saved Credit Cards

You can delete any saved credit cards in the app at anytime. Cards are stored securely, but you may wish to do this if a card has expired.
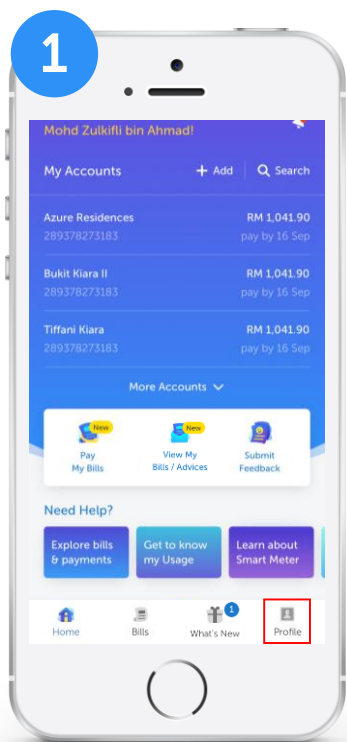
Select 'Profile'
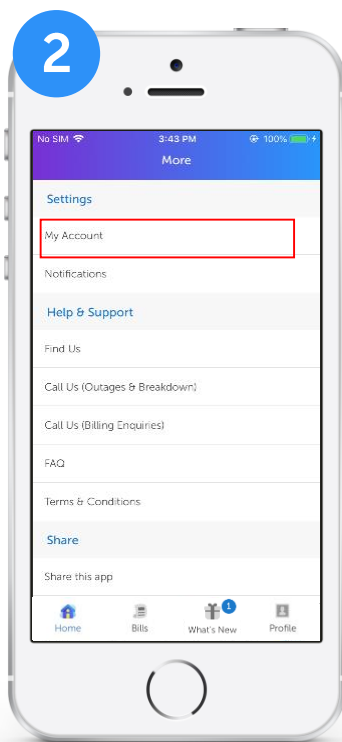
Select 'My Account'
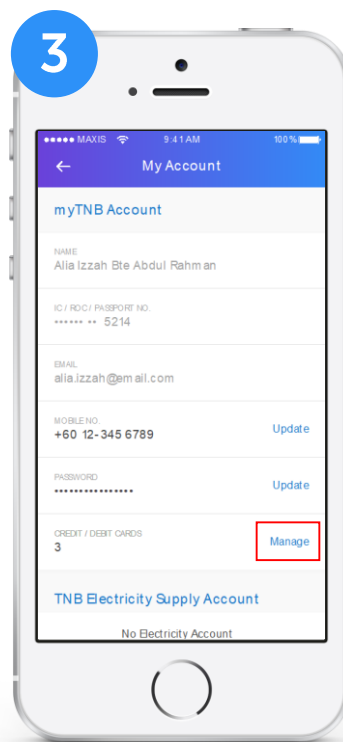
Select 'Manage' under the Credit/Debit Cards section
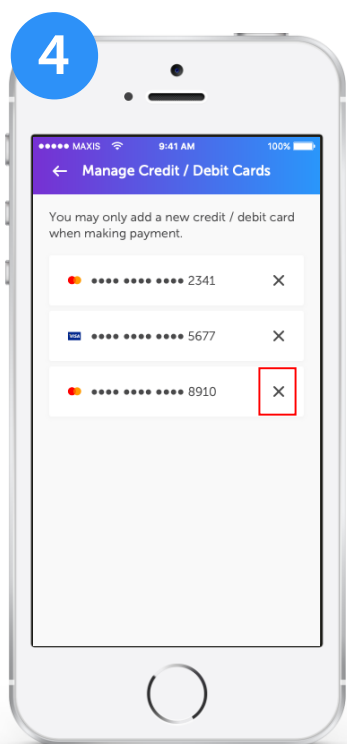
Select 'X' to remove card
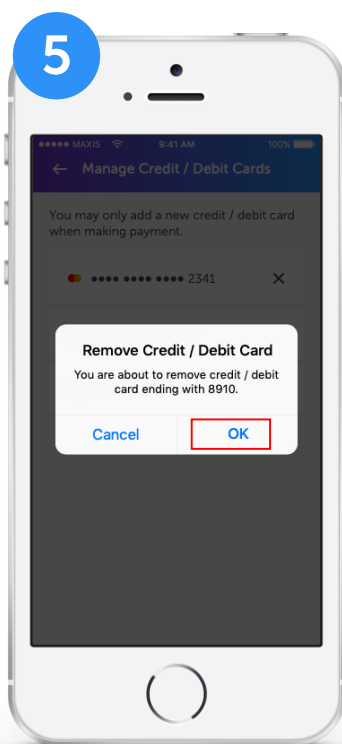
Select 'OK'
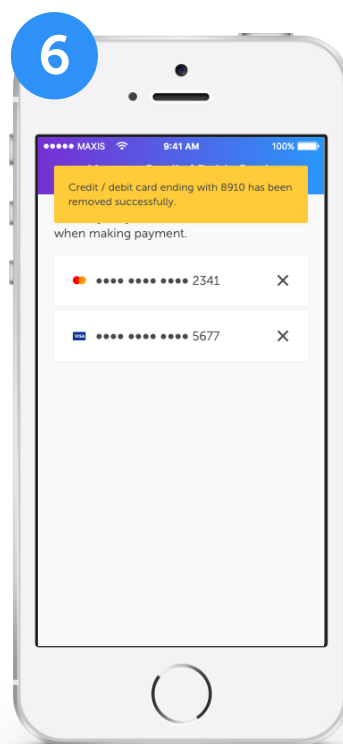
You have removed your credit card details

38

View Notifications

Keep up with the latest bill information by checking your notifications.

1
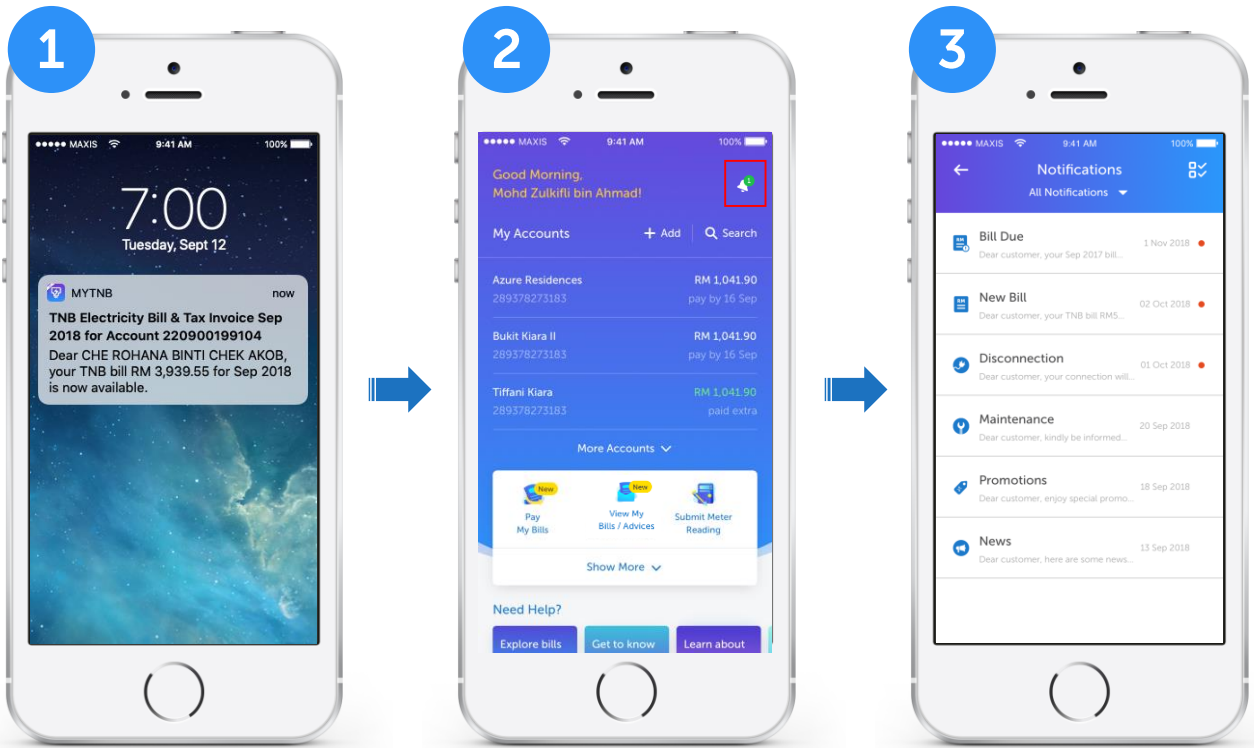
View notifications on your phone's screen

2

Read notifications you might have missed by selecting the bell button

3

Your most recent notifications will be displayed first

Delete Individual Notifications

It's easy to manage your notifications, by deleting any that you no longer wish to keep.
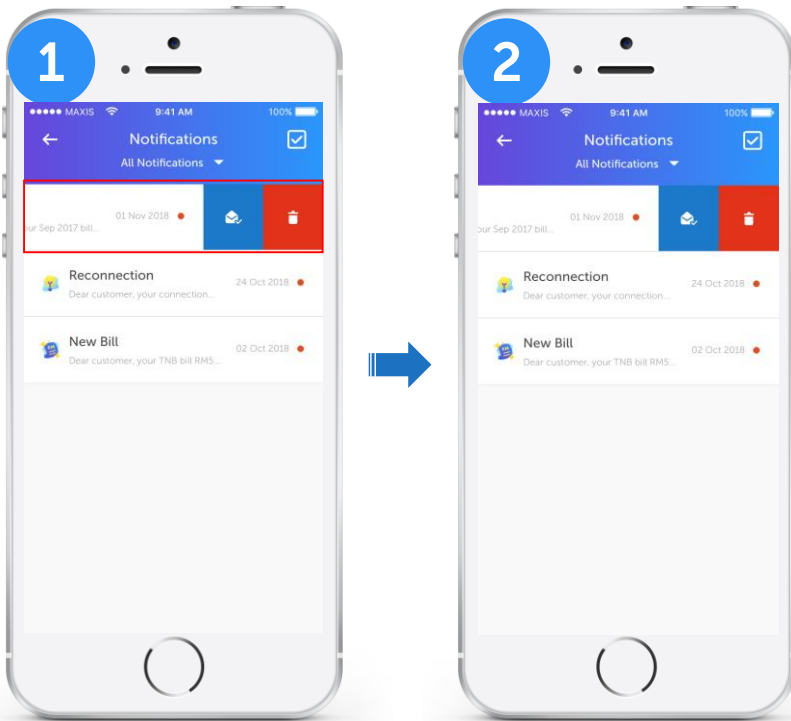
Press the notification you wish to delete and swipe left

Select the trash can icon

Delete Multiple Notifications

It's easy to manage your notifications, by deleting any that you no longer wish to keep.
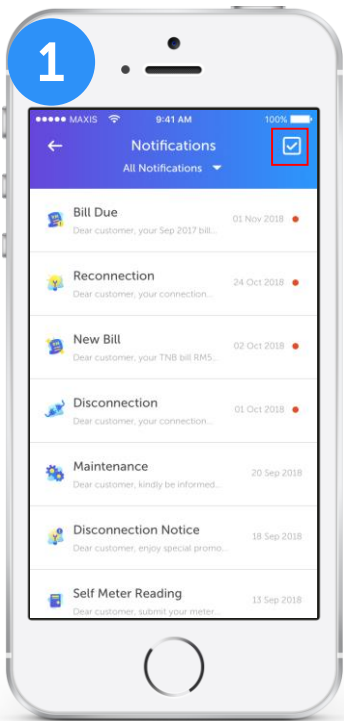
Press the icon to switch to list view
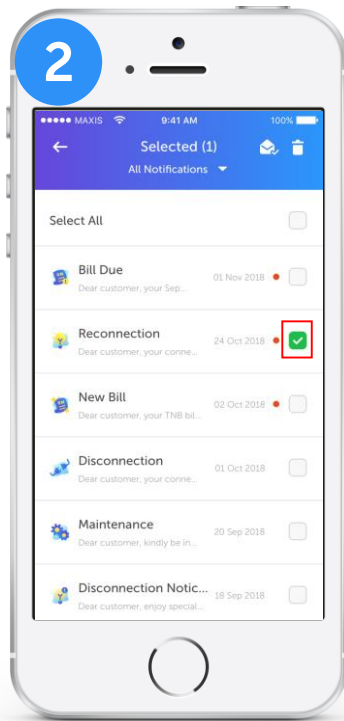
Tick boxes for notifications you wish to delete
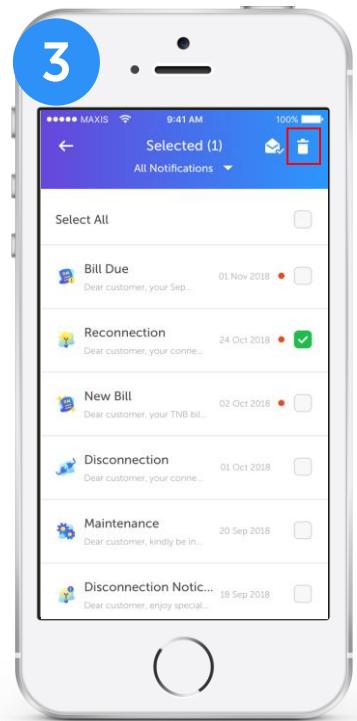
Select the trash can icon
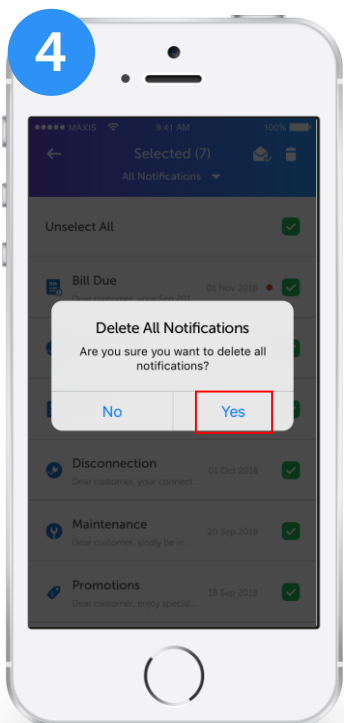
Select 'Yes'

Mark Individual Notifications As Read

Keep track of the notifications you have already read with this feature.
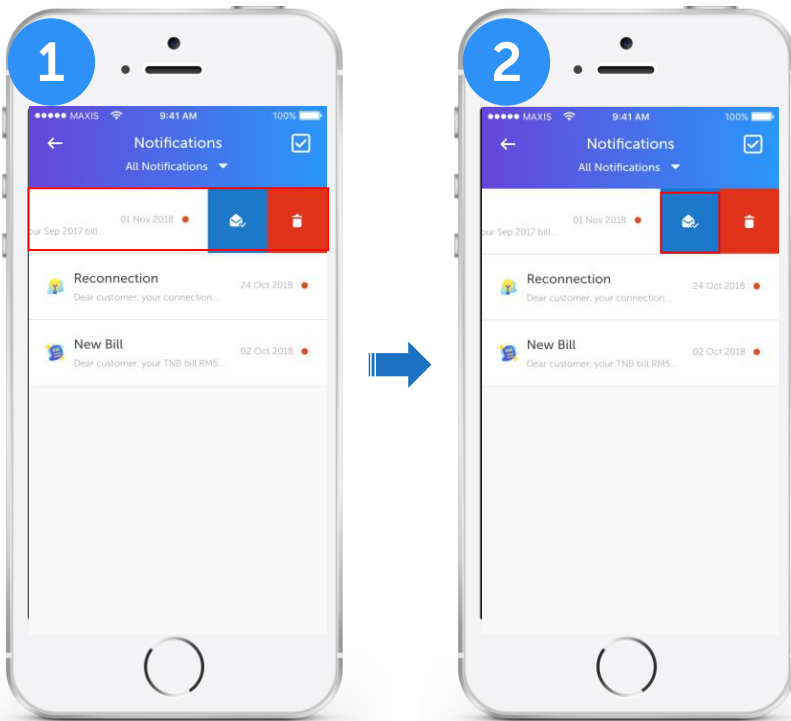
Press the notification you wish to mark as read and swipe left

Select the envelope icon

Mark Multiple Notifications As Read

Keep track of the notifications you have already read with this feature.
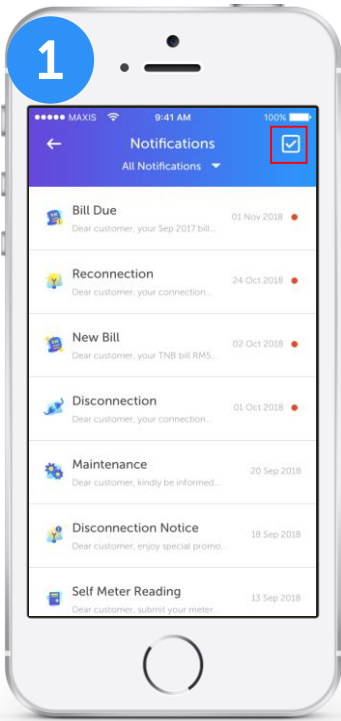
Press the icon to switch to list view
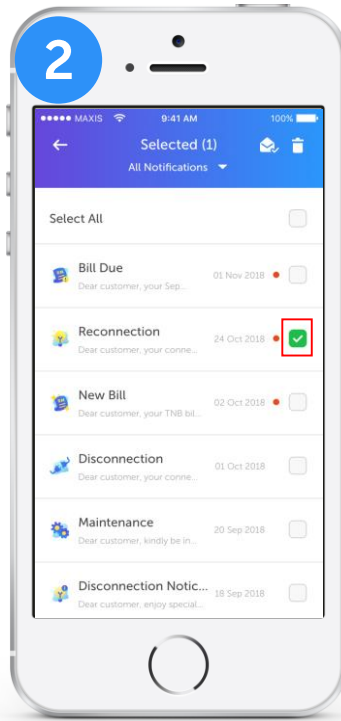
Tick the boxes for notifications you wish to mark as read
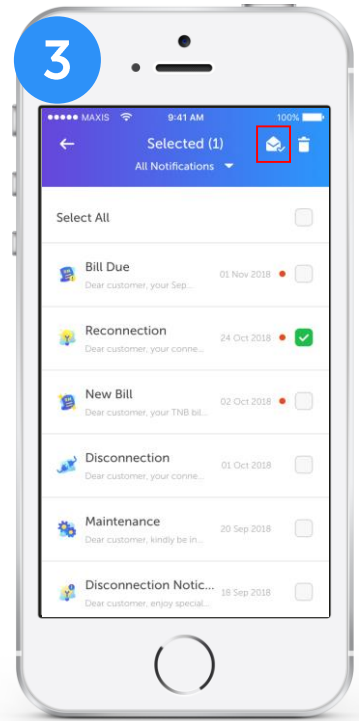
Select the envelope icon
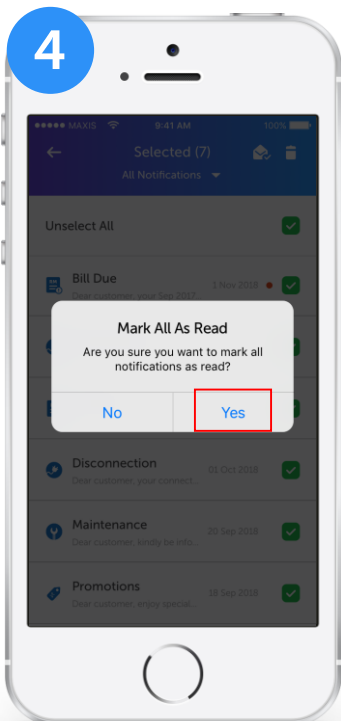
Select 'Yes'

Manage Your Notifications

Control the notifications you would like to receive.

1

Select 'Profile'

2
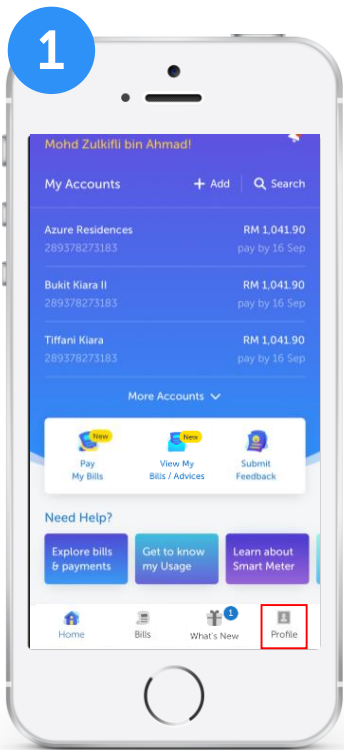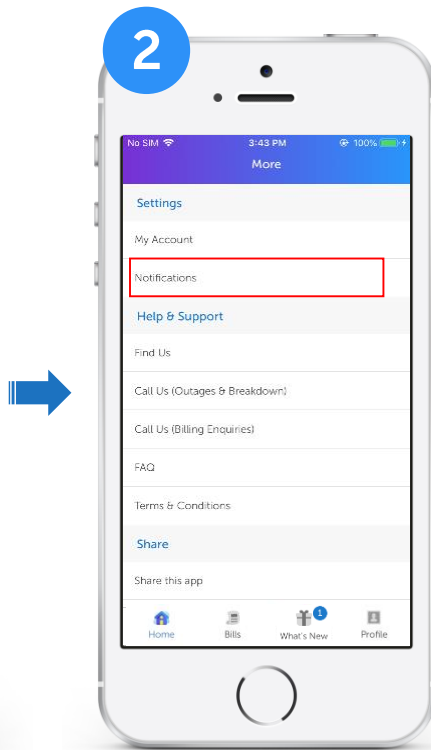
Select 'Notifications'

3
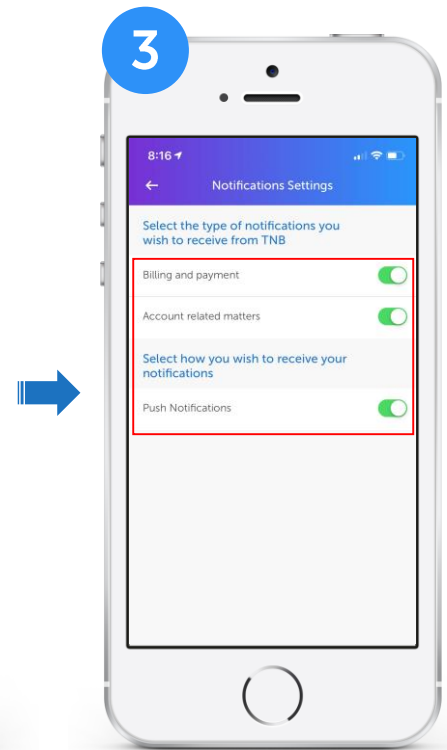
Choose which notifications to turn on or off

Find Your Nearest TNB Kedai Tenaga

Find the nearest TNB Kedai Tenaga to you. Remember to turn on 'Location Services' in your phone's settings to enjoy this feature.

1

2

3
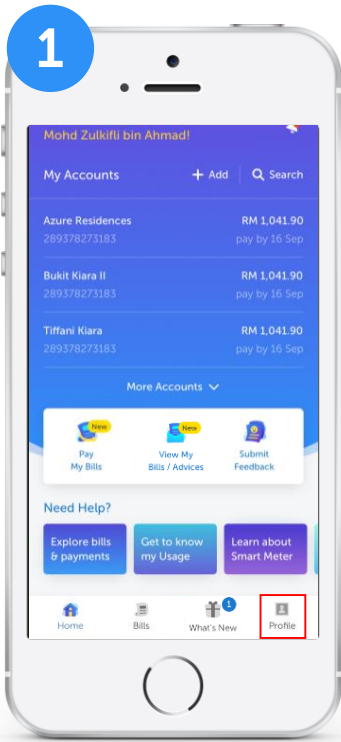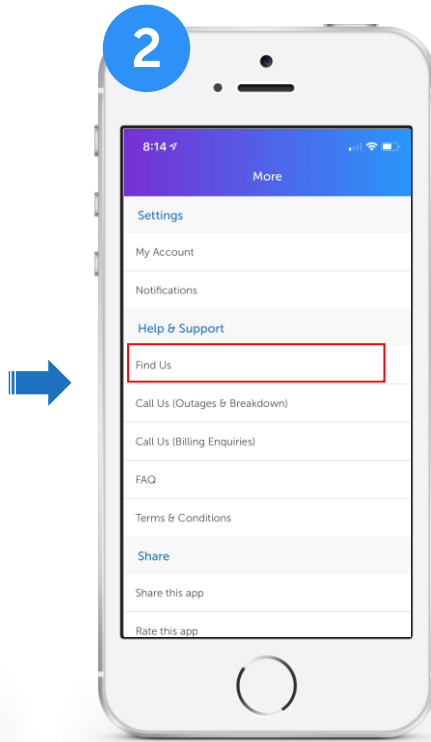
Select 'Profile'

Select 'Find Us'
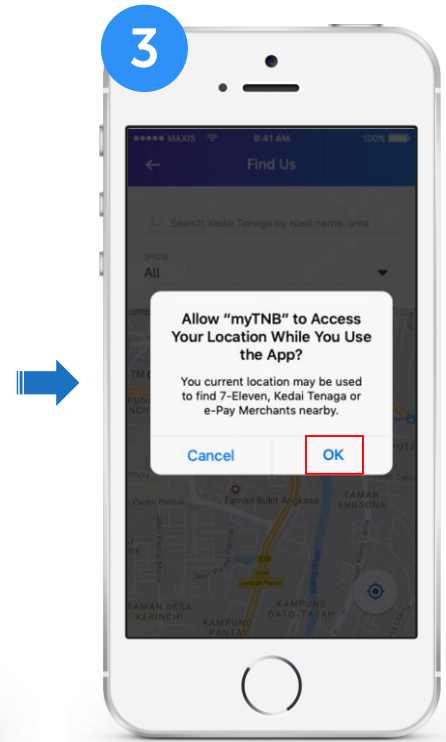
Select 'Ok' to enable location services

Call Us for Help and Support

Call our TNB Careline about your bill and for any help and support.

1

2
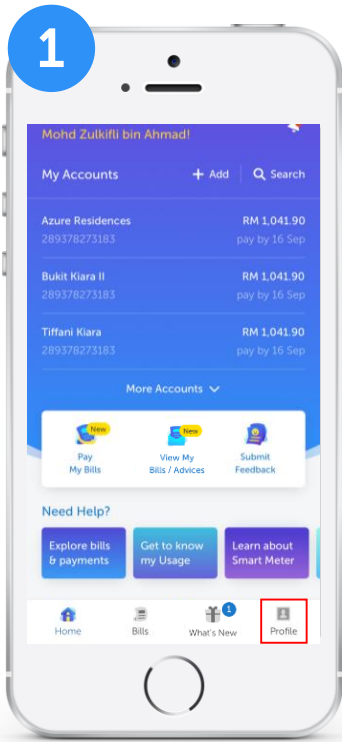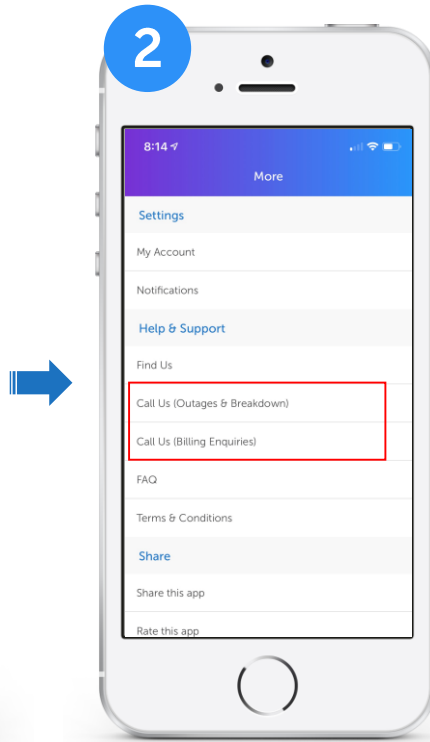
Select 'Profile'   Select 'Call Us'

Submit Your Feedback

Submit any feedback you have regarding your bill or TNB services.
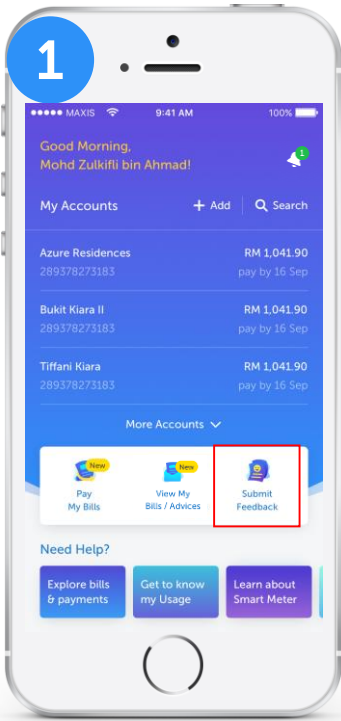
Select 'Submit Feedback'
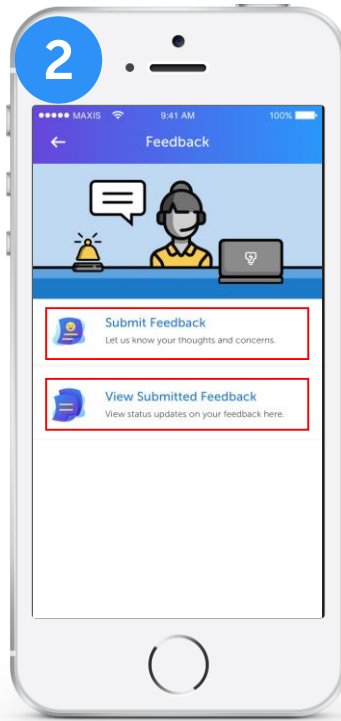
Select 'Submit Feedback' or 'View Submitted Feedback'
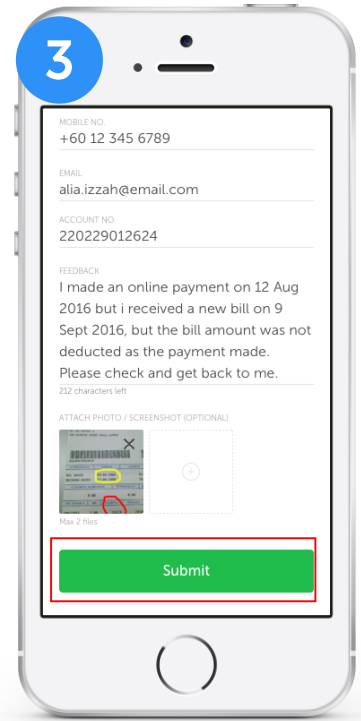
If submitting feedback, fill in the form (maximum 250 characters) and select 'Submit'
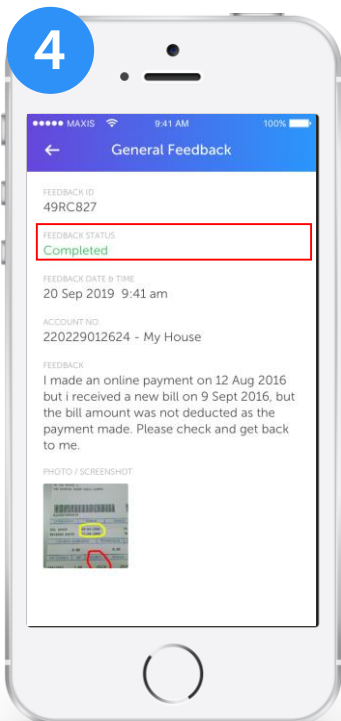
TNB Careline will contact you shortly

View Promotions Available

Keep up to date with the latest promotions available.
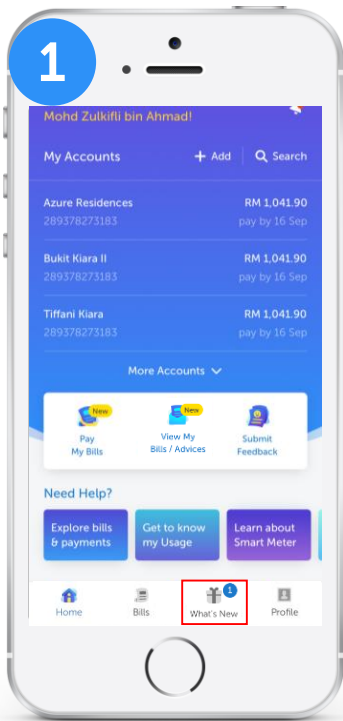
Select 'What's New'
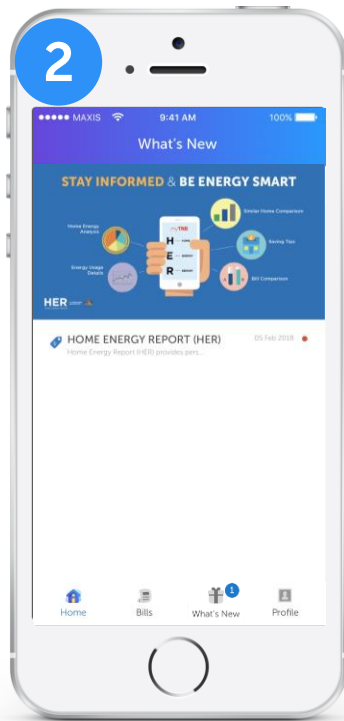
Browse for more promotion information

Read the Frequently Asked Questions (FAQ)

If you would like to know more, you can find the complete Guide and FAQ in the app.

1

Select 'Profile'

2

Select 'FAQ'

3
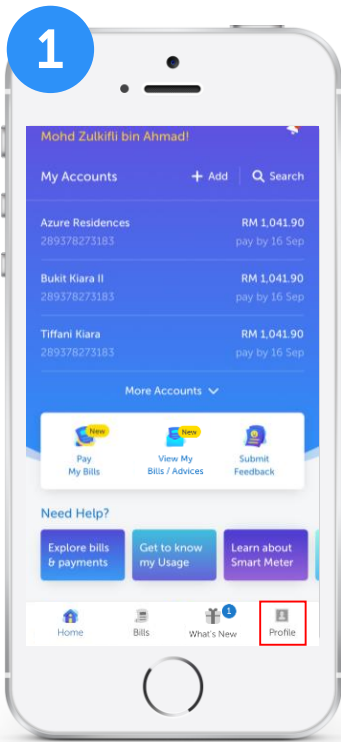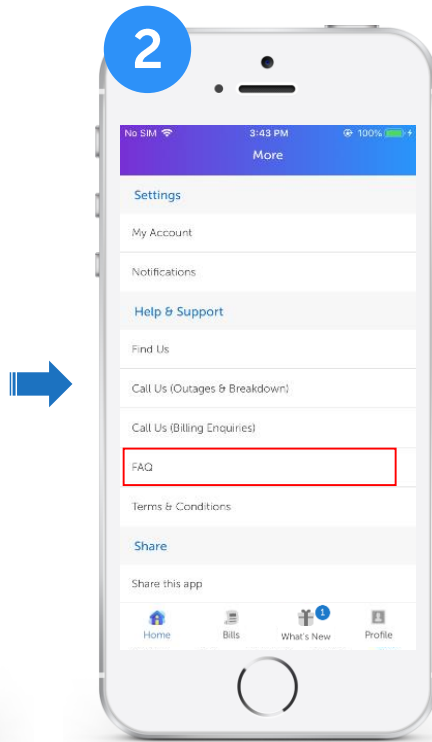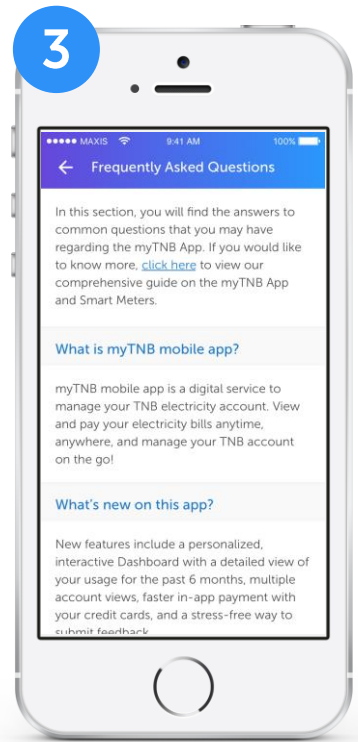
Find the complete list of FAQ here

Note: Alternatively, you can use the 'Need Help?' section view your answers regarding specific topics.

View the myTNB App Terms & Conditions

Read the app's terms and conditions anytime, anywhere. By using myTNB app, you agree to the terms and conditions.

1

Select 'Profile'

2
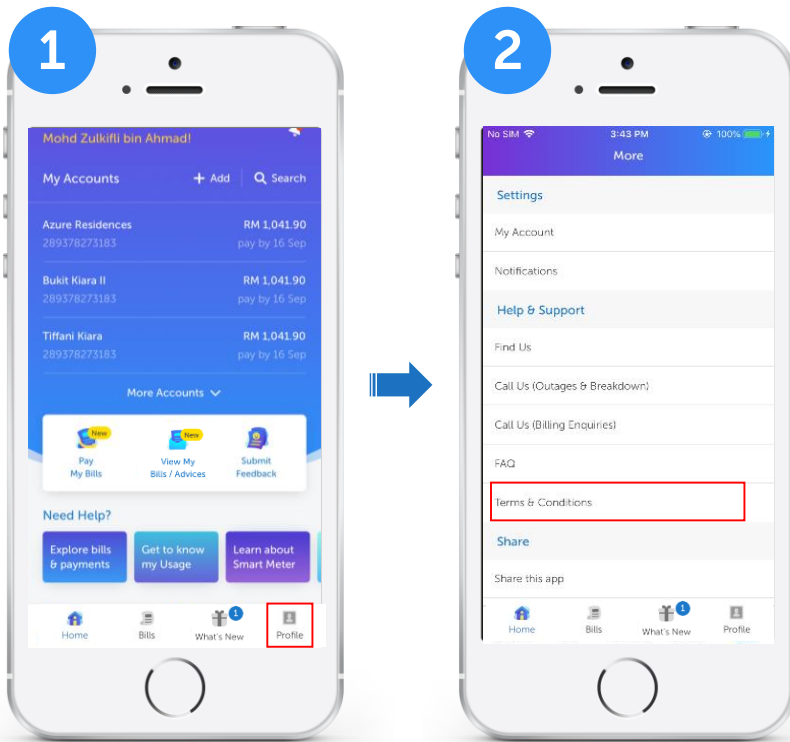
Select 'Terms & Condition'

Note: Alternatively, you can use the 'Need Help?' section view your answers regarding specific topics.

Share the myTNB App

Love the app? Share it with your friends and family!

1

Select 'Profile'

2
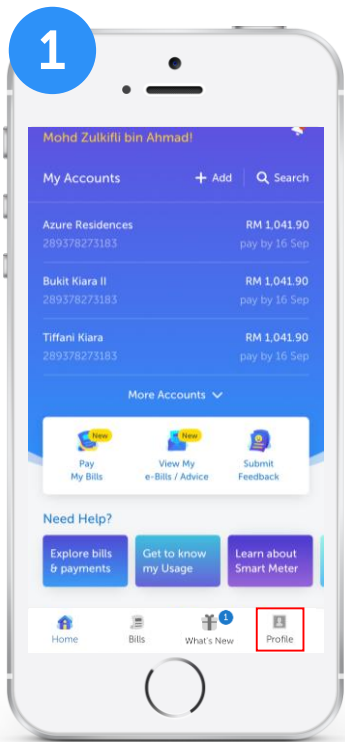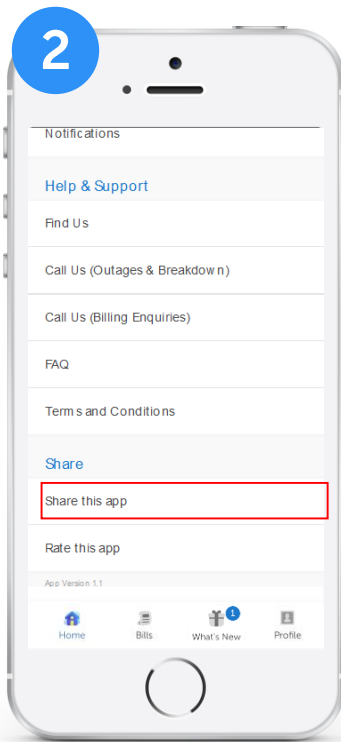
Select 'Share this App'

Frequently Asked Questions
-
Smart Meter

Smart Meter

1. **How much will the Smart Meter and the installation cost me?**
    The Smart Meter is completely FREE. It will be provided and installed by our certified meter installer without any charges to you.

2. **How is the Smart Meter being powered? Will I be charged to power the Smart Meter?**
    The Smart Meter is powered directly from your electricity supply. The total power consumed by the meter is confined under the International Standards.

3. **What will I be able to see on my Smart Meter screen?**
    The following two are what you'll likely want to look at:
    *   kWh: The energy charge (or the amount you pay for electricity usage/the cost per unit of electricity)
    *   kW: The total amount you pay depending on usage on your Smart Meter screen

4. **How does the Smart Meter work?**
    The Smart Meter records your electricity usage and sends the information to TNB remotely through selected telecommunication networks.

5. **What happens if my Smart Meter is installed and there is a fault with it?**
    We aim to give you the best service, but if there is a fault with your Smart Meter we will assess the issue and repair it or offer you a replacement.

    To have your meter tested please contact our Careline at 1-300-88-5454.

6. **How will the Smart Meter help me become more energy efficient and save money?**

   By simply installing the Smart Meter, it will not reduce your consumption. Smart Meters make it easier for you to identify the situations where you are using a lot of energy and this could lead you to making changes in your daily living to reduce it. If you use the information shown on the myTNB app to help manage your energy use, you should be able to reduce your energy costs. Smart Meters also mean accurate bills, so you can be confident that you're only paying for what you've used.

7. **Will changing my electricity usage pattern make a difference?**

   Yes! In the future, with the introduction of "Time of Use Service", you may be able to further reduce energy bills by shifting their energy use during off-peak periods.

8. **My Smart Meter screen is blank. What do I do?**

   If your Smart Meter screen is blank, please contact our Careline at 1-300-88-5454.

9. **How would I know if the Smart Meter readings are accurate?**

   All TNB issued Smart Meters have been certified by the Energy Commission to ensure that it meets all international standards, including accuracy. All meters are calibrated and certified against the Metering Guideline under the purview of the Energy Commission. The Smart Meter is also safe and has been approved by SIRIM & SKMM.

10. **How do you know that the usage information being sent from the Smart Meter is mine?**

    Every meter has a unique identifier associated with each customer account. When data is collected from a meter and transmitted wirelessly to TNB, the data contains specific unique identifiers associated with the customer's meter number and service address. Customer and meter identifiers are validated using information from smart meters and customer accounts during the installation process.

11. Is the Smart Meter safe?
Yes, the Smart Meter is safe and has been approved by SIRIM & SKMM.

12. Is the Smart Meter network secure?
Cyber Security is a top priority for TNB and we take the necessary steps to ensure that the services we provide are secure and follows industry standards.

Cyber security measures and features have been implemented such as data encryption, authentication and password protection in the Smart Meter system and network. TNB constantly assesses the cyber security of our network for gaps and continuously improve our cyber security controls. This is to provide the high level of assurance that our systems cannot be compromised.

The Smart Meters issued by TNB and the networks adhere to the Personal Data Protection Act (PDPA) in Malaysia. Also, the Smart Meters are safe and have been approved by SIRIM & SKMM.

13. Will I still receive my physical bill after installing a Smart Meter?
Yes, you will still receive your physical bill via mail. At the same time, you can also view your bills on the myTNB app before the physical bill arrives.

14. Will my electricity bill increase after installing a Smart Meter?
Any changes on your electricity bill may be due to the following reasons:

- Inaccuracy of the old meter
  The old meter may work inefficiently due to aged components or tampering. An accuracy test will be done on the old meter before replacing with the Smart Meter to confirm its accuracy.

- Change in consumption pattern
  For example, a change in the weather may result in more or less electricity consumption with the usage of motorised electrical appliances such as air conditioners, refrigerators, heating appliances, washing machines, water dispensers and others.

To have your meter tested please contact our Careline at 1-300-88-5454.

15. **When will I receive my first bill after installing the Smart Meter?**
You will continue to receive your physical bill every month. For any questions regarding your bill, please contact our Careline at 1-300-88-5454.

Frequently Asked Questions
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myTNB App

About Adding & Managing My Account

1. **Why do I have to verify my phone number upon registration?**
    Phone number verification is a security feature for us to verify that you are the account holder using the app and conducting transactions.

2. **I have multiple electricity accounts. How do I view all my accounts?**
    Once you have added all the accounts you would like to add, you can view all your linked accounts in the Home Page. The Home Page is a new feature that lets you see a concise preview of all your linked accounts added to your myTNB app.

3. **I don't see one of my accounts listed on the Home Page. What should I do?**
    If one of your accounts is missing on the Home Page, add the missing account by selecting "+ Add". The newly added account will be displayed on the list in the Home Page and usage details will automatically be reflected in the Usage page and the 'Bills' tab.

4. **I have registered more than 3 TNB accounts on my myTNB App but I am unable to view all my accounts on the Home page. What should I do?**
    On the 'Home' page, select 'More Accounts' to view all of your accounts. To search for a particular account, click on the search icon on the top right of the 'My Accounts' section to search for the account using the account nickname or number.

5. **I'm a landlord and would like my tenants to manage their electricity bills with ease. Can they access the account information via the myTNB App?**
    Yes, they can! Your tenants are welcome to download and use the myTNB mobile app. They will need the TNB account number to register the account and access their electricity bills with ease.

6. **I am a tenant. How can I view my account details and bills?**
    As a tenant, you can view your account details and your latest electricity bill in the 'Home Page' and 'Bills' pages respectively.

About Adding & Managing My Account

7. How do I add my Renewable Energy (RE) account?
You can add your RE account through the "Add An Electricity Account" function. Tap the '+ Add' button under the 'My Accounts' section in the 'Home' page. Alternatively, you can manage your accounts in the 'Profile' tab. RE accounts can be identified using the round green leaf icon.

Personalizing My App Settings

8. Why do I sometimes have to update the app upon launching it?
We are always improving the app to get you the best experience possible when using our service. We would like you to always be informed when a new version of the app is available with the latest updates.

9. How can I change the display language on the new myTNB app?
Only English language is available at the moment.

10. I am resetting my password. What are the password requirements?
We require a minimum of 8 characters, and recommend a mixture of uppercase and lowercase letters, and a mixture of letters and numbers.

Getting to Know My Usage

11. How does the Home Page work?
The 'Home' page displays primary information (such as your account nickname, account number and the balance due and/or your earnings). To see full account usage and details, please tap into each account. In the 'Home' page, you can also pay bills, contact TNB easily and get answers to your questions quickly.

12. How often is my account information updated in the app?
Your account information is updated daily in the app.

13. **Why is the information on my Home Page information unavailable?**
The Home Page information may be unavailable due to several reasons, including:

- The internet connection is down;
- The myTNB app has not been updated; and/ or
- There is a planned server downtime. In the latest version of the myTNB app, you will see an in-app notice during the downtime period.

14. **What information can I find in my Usage page?**
For customers with a Normal Meter, the Usage page provides information on your electricity usage (RM/kWH view), tariff block charges, energy saving tips and the total amount due for your current bill. For customers with a Renewable Energy account, the 'Usage' page provides information on your earnings amount.

15. **I am unable to view the amounts due for my accounts/ the Home Page for my account/ the graph on the 'Usage' page/ my bills. What should I do?**
In the latest version of the myTNB app, tap on the 'Refresh Now' button. If this button does not appear, kindly update to the latest version of the app.

16. **In the Usage page, my electricity connection is unavailable. What does this mean?**
This message appears when your electricity has been disconnected and is unavailable due to outstanding bill payments. This was not caused by a power outage.

If you've made a payment, it will be reflected in the app within 1-3 days.

17. **How can I identify my Renewable Energy (RE) account?**
You can identify your Renewable Energy account by looking for the round green leaf icon on your Home Page, graph dashboard, 'Bills' tab as well as the account list under your 'My Account' settings.

Getting to Know My Usage

18. **How do I view my Renewable Energy (RE) account earnings?**
On the graph dashboard, you can view your RE account earnings by tapping on the bar graph where earnings information such as cost (RM) and usage (kWh) will be displayed. Tap on each bar to see the information for the past 6 months.

19. **What does 'My Earnings' mean and what is the 'Get By' date underneath it?**
'My Earnings' is the amount you will receive from TNB. The 'Get By' date is the latest date you can expect to receive your payment from TNB. The due date is calculated as 30 calendar days after your current month's payment advice date.

Learning About My Smart Meter Usage

20. **I am a new Smart Meter user and was previously using the myTNB App. Will the app look different after my smart meter installation?**
Yes! In the latest version of the app, you will see the Smart Meter Usage view where you can toggle between 'Ringgit' and 'kWh' view.
.
In the 'Ringgit' view, you can see your bill amount so far and how much your bill may reach for the bill period.

In the 'kWh' view, you can see how much electricity you have used this bill period, and whether or not you have been more or less energy efficient since your last bill.

21. **I am renting a place with a Smart Meter. Am I able to view my energy usage history on the app?**
Yes. In the 'Usage' page, you can toggle between 'kWh' and RM view to understand your energy usage history and the bill amounts in the graph bar.

22. **Can I see my past energy usage in the app?**
Yes, you will be able to view your usage history for the past 6 months.

23. **How do I switch between Ringgit (RM) and usage (kWh) view?**
You can tap on the 'RM' or 'kWh' button below the graph to toggle between both views.

24. **My bill calculations keep changing in the myTNB app. Why?**
The Smart Meter transmits information to the myTNB app at intervals throughout the day. This means the information in the app will be the most accurate and recent readings possible. Rest assured your bills will be calculated accurately.

25. **In the 'Usage' page, how far back can I see my daily energy usage in the bar graph?**
In the graph view of the 'Usage' page, you can see your daily energy usage for the past 30 days.

26. **Can I view my energy usage in real-time?**
Currently, you can view a detailed view of your energy usage for the last 30 days in the app, starting from yesterday. However, your account information is updated daily in the app.

27. **How can I view the last 30 days of energy usage?**
You can tap on the arrows beside the date range label on top of the graph. Make sure you are on the Month view first.

28. **How often is the information in the myTNB app updated?**
Your account information is updated daily in the app. The information in the daily usage bar graph shows your energy consumption as of the last 24 hours.

29. **I am a new Smart Meter user. Why am I not able to see the Smart Meter Usage view?**
After your Smart Meter has been installed, it will take a few days until you can view the Smart Meter Usage view, which will be updated automatically in the myTNB app. If it does not appear, try logging in and out of your account after installation.

Learning About My Smart Meter Usage

30. **Why am I not able to see certain features on the Smart Meter Usage?**
    If the Smart Meter Usage does not appear, tap on the 'Refresh Now' button in the latest version of the myTNB app. If this button does not appear, kindly update to the latest version of the app.

31. **Where can I get a more detailed view of my consumption?**
    In the Usage page, zoom into the bar graph by pinching the screen to display your energy consumption by hour, day and/or month.

32. **In the 'Day' view of the 'Usage' page, why is there a '?' in the bar graph?**
    Your Smart Meter records your energy usages every 30 minutes and sends this information remotely for our systems to record. The bar graph will display a 'Missing Reading' text if there are any missed meter readings. Rest assured that your energy recordings will be sent to our systems before the end of your bill period and that your final bill will be calculated accurately.

33. **In the 'Day' view of the 'Usage' page, why is there a null value on the bar graph?**
    Your Smart Meter records your energy usages every 30 minutes and sends this information remotely for our systems to record. A null value will appear on the bar graph if meter readings were not sent for that particular day(s). This may be due to a faulty meter. To have your meter tested please contact our Careline at 1-300-88-5454.

Basics About My Self Meter Reading (SMR)

34. **What is Self Meter Reading?**
    Self Meter Reading is a service provided by TNB where you can easily read and submit your own meter readings.

35. How does Self Meter Reading work?

For 3 consecutive months, you can read, record and submit your meter readings via the myTNB App or myTNB Portal. You will be notified on when you should read your meter readings via push-notifications and/or SMS on the myTNB App. After you have submitted your reading, TNB will verify the readings to evaluate whether it matches the actual bill pattern and send your bill. On the 4th month, TNB will conduct the reading to calibrate and ensure everything is in order.

The cycle repeats itself as long as you are subscribed to the Self Meter Reading service.

36. Why should I apply for Self Meter Reading?

This service is convenient for customers whose meters are inside their compounds but are not available when the meter readers come by. It is also beneficial for those who frequently receive estimated electricity bills.

37. Who is eligible for the Self Meter Reading services?

- This service is only applicable for Residential Customers that have received estimated bills for 3 consecutive months. To find out if you are eligible, simply apply for Self Meter Reading on the myTNB app and we'll show you the accounts that are eligible for this service.

- Only account owners or tenants acting as owners are eligible for this service.

- This service is recommended for individuals who have easily accessible meters (i.e. meter location is not out of reach).

38. How can I apply for Self Meter Reading?

You can apply for Self Meter Reading via the myTNB App or myTNB Portal

39. How will I be notified if my Self Meter Reading application is successful?

Once your Self Meter Reading application is successful, you will receive an email. In the meantime, you can check the status of your application via the myTNB app and/or myTNB Portal.

40. **When can I submit my reading?**
    You will be notified via notifications through the myTNB App and/or SMS on when to submit your readings.

41. **How will I be notified when to submit my reading?**
    • If you are an owner of the account, you will be notified through SMS and app notifications.

    • If you are a tenant who is acting as the owner of the account, you will be notified through the app only.

42. **I'm unable to submit my meter readings via the myTNB App. Why?**
    If you are unable to submit your meter readings via the myTNB app and see a 'Please Try Again' screen, this may be due the following reasons:

    • Internet Connection
    Your internet connection is not stable to submit the reading. Please try submitting your reading again.

    • Invalid Meter Reading
    The meter reading recorded may not be valid. Please ensure that you record the correct amount as displayed on your meter. If you are using a 3 Phase meter, please make sure that you record the correct amount for each value (i.e. kWh, kW and kVARh).

    • myTNB App is Temporarily Down
    The app is temporarily down. In the latest version of the myTNB app, tap on the 'Refresh Now' button. If this button does not appear, kindly update to the latest version of the app.

43. I find it hard to access my meter to take a good photo of the meter reading. What should I do?

If you find it hard to take a photo of your meter, we recommend that you read your meter manually and key-in the reading in the app instead.

44. What happens if I miss a reading?

You will receive an estimated bill for the billing period that you missed. If you do not submit your meter readings for 3 consecutive months, your subscription to the Self Meter Reading service will be automatically discontinued.

45. Can I terminate Self Meter Reading service?

Yes, you can terminate your subscription to the Self Meter Reading services via the myTNB App, myTNB Portal or at any one of our Kedai Tenaga.

46. Can I enable the Self Meter Reading services again if I have previously terminated my services?

Yes, you may enable the Self Meter Reading services again for eligible accounts

47. My Self Meter Reading service was discontinued by TNB. Can I enable it again?

Yes, you may enable the Self Meter Reading services again for eligible accounts

48. If my meter has changed, will the Self Meter Reading services be affected?

No, it will not be affected. You may continue to enjoy the service.

49. If my tariff rate has changed, will the Self Meter Reading services be affected?

Self Meter Reading services are only available for Residential Customers. If your tariff rate has been changed from that of a domestic customer, the Self Meter Reading service will be discontinued.

50. In the 'Submit Meter Reading' page, I have to enter the 3 reading values (i.e. kWh, kVARh and kW). Why?

You will be required to enter 3 reading values (i.e. kWh, kW and kVARh) you are using a 3 Phase meter. In order for you to record each respective value, you will need to wait for the screen on your meter to display the respective amounts. By default, the screen will scroll the kWh reading, the kW reading, the kVARh reading and a blank screen at 10 second intervals. You do not need to push any buttons. Wait until the screen displays the reading as shown in the images below and record the reading.

51. What do the grey numbers on top of the reading value(s) (i.e. kWh, kVARh, and kW) mean?

The grey numbers are the previous month's reading for each reading value (i.e. kWh, kVARh, and kW).

52. Can I view past readings that have been submitted under the Self Meter Reading service?

Yes. The 'My Meter Reading History' section under the Self Meter Reading page will show past readings up to 6 months before.

Managing My Bills & Payments

53. Where do I find my electricity bills?

You can check your bill by tapping on 'Current Bill' in the Usage page. The latest bill will be displayed in PDF form. Alternatively, go to the 'Bills' page to view your bill and payment history.

54. Why do the monthly charges shown on top of the bar graph have a different amount compared to my monthly bill?

The amount shown on top of the bar graph and in the monthly bill are both reflecting your actual consumption, but with different range of usage period.

The amount in your monthly bill is based on your consumption from the 1st day of your billing cycle to the day the meter is read (which may not necessarily be on the last day of your billing cycle, i.e. 30 days) and includes tax/additional charges.

On the other hand, the amount on top of the bar graph is accurate and reflects your consumption for the respective billing cycle (i.e. 1st to 30th day) before tax/additional charges.

55. **My bill seems very high. Why?**
Any changes on your electricity bill may be due to the following reasons:

- Inaccuracy of the old meter
  The old meter may work inefficiently due to aged components or tampering. An accuracy test will be done on the old meter before replacing with the Smart Meter to confirm its accuracy.

- Change in consumption pattern
  For example, a change in the weather may result in more or less electricity consumption with the usage of motorised electrical appliances such as air conditioners, refrigerators, heating appliances, washing machines, water dispensers and others.

To have your meter tested please contact our Careline at 1-300-88-5454.

56. **How do I pay my bills through the app?**
Paying bills through the myTNB mobile app is quick and easy. Simply tap on the 'Pay' button in the Usage page and make a payment either with your credit/debit card or through Online Banking via FPX (bank transfer).

57. **Can I make multiple bill payments?**
Yes, you may make multiple bill payments. Once you tap on the 'Pay' button, you can select which account you would like to make payment for.

58. **Can I store my credit card info in the app?**
Yes, there is an option for you to save your credit card info for future use when paying with your credit card for the first time.

59. **Can I pay more than my outstanding amount?**
Yes, you can choose the amount you would like to pay. The excess amount will be reflected in your next bill.

60. **What is the maximum amount I can pay in one transaction on the app?**
You may pay up to RM5,000 in a single transaction via credit/debit card. You may also pay through Online Banking via FPX (bank transfer) if the transaction is more than RM5000.

61. **I would like to pay for my family's electricity bills through the app. How do I do this?**
You can add your family members' TNB accounts and manage them through the app by tapping on the 'Add Account' button in the Home Page. Keep in mind that you will need the TNB account number to register the account and view the electricity bills.

62. **I can't pay my bills through the app. What are the alternative payment channels?**
This may happen due to any planned system upgrades. Kindly try again at a later time. Alternatively, you can find other payment methods below:

- myTNB Portal
- Pusat Khidmat Pelanggan
- JomPay
- One Stop Center
- Autopay
- Direct Debit
- Automated Teller Machine (ATM)
- Cash Deposit Machine
- Over the Counter
- Websites/Internet Payment
- Phone Banking
- Cheque Via Post
- Payquick Kiosks

63. **Where can I view my receipt after making a payment in the app?**
You can find your receipt in the 'Bills' page. Under Bill/Payment History section, tap on the 'Payment' tab to view your PDF receipt. Alternatively, you will also be sent a confirmation receipt via the email address registered under your myTNB account.

64. **What account details can I view in my payment receipt?**
You can view account details such as your reference number, account number and account holder's name, total amount paid, as well as transaction date, ID and transaction method.

65. Where can I view all my previous payment receipts?
You can view your previous payment receipts in the 'Bills' page under 'Payment' history. Payments for the past 6 months will be shown.

66. I have paid for my TNB bills. Why is the payment not reflected in the app?
If you have received a successful payment receipt from your bank after paying for your TNB bill, rest assured your payment has been received by TNB. The payment will be reflected in the app within 1-3 days.

67. How can I rate my payment experience?
You can rate your payment experience after completing your payment transaction.

68. For my Renewable Energy (RE) account, how do I know when I can expect to get payment from TNB?
You can expect to get your payment from TNB up to 30 calendar days from your last payment advice date. The due date is calculated 30 days after your current month's payment advice date.

69. Where can I view my Renewable Energy (RE) account payment status?
You can view your RE payment status in the 'Bills' section by tapping the 'Payment' tab.

70. Why is there a minimum charge for my account?
The minimum charge is the amount that must be paid for either non-usage charges, overdue outstanding charges or both in order to maintain the electricity connection of your account.

Managing My Bills & Payments

71. What are 'My One-Time Charges'?

'One-Time Charges' refer to fees that are not related to your energy consumption. You may see these charges if you have recently opened/closed an account, upgraded/downgraded your electricity supply or changed your tenancy agreement. See below for the list of one-time charges:
• Security Deposit
• Processing Fee
• Stamp Duty
• Meter Cost

Managing My Notifications, Promotions, Feedback & More

72. Where can I view all notifications in the app?

On the homepage screen, tap on the bell icon on the top right corner to view all your notifications.

73. I have given feedback via the app. Can I view my feedback status in the app?

Yes, you can do so by checking the "View Submitted Feedback" page. The page can be found under the 'Feedback' tab on the navigation bar.

74. How will I be informed when there are any app maintenance updates, announcements and/or promotions?

You will get push notifications for any general app maintenance updates or other types of on-demand announcements and promotions.

75. I am unable to receive notifications from the myTNB mobile app but I have enabled and selected preferences. What should I do?

If you are unable to receive push notifications or view your notifications within the app, tap on the 'Refresh Now' button in the Notifications page. If this button does not appear in your Notifications page, kindly update to the latest version of the app.

76. Where can I view promotions on the app?

You can view all active promotions in the 'Promotions' tab. You will be notified of new promotions via on-demand notifications.

77. What's the difference between myTNB app and myTNB portal?
The myTNB app is a lightweight version the myTNB portal to make payments, log feedback and more.

78. Can I login to the myTNB app using the password and email I used for the myTNB portal?
Yes, both the myTNB app and the myTNB portal uses the same login information (email & password).

79. I have added my account on the myTNB portal but I cannot see my account on the myTNB app. How do I resolve this?
If your account has been added on the myTNB Portal while you are logged in on your myTNB mobile app, simply logout of the mobile app and login again to retry.

80. I have an existing myTNB account, can I use the same account?
Yes, you certainly can! The myTNB mobile app and the myTNB Portal use the same set of credentials (user ID and password).

81. Can I see multiple accounts on the myTNB app and the portal?
Yes, both the myTNB app and the myTNB portal share the same login information. The account and billing information is real time.

82. Where can I find my bill account number?
Your 12–digit account number can be found on the top left-hand corner of your monthly paper bill. Alternatively, you can find it by tapping on the 'More' tab in the navigation bar. Then tap on 'My Account' and you will be able to view it under the TNB Electricity Supply Account list.

If you are a customer with multiple linked accounts in your myTNB app, your 12–digit account number is also displayed in the Home Page under your account nickname.

Frequently Asked Questions
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General

General
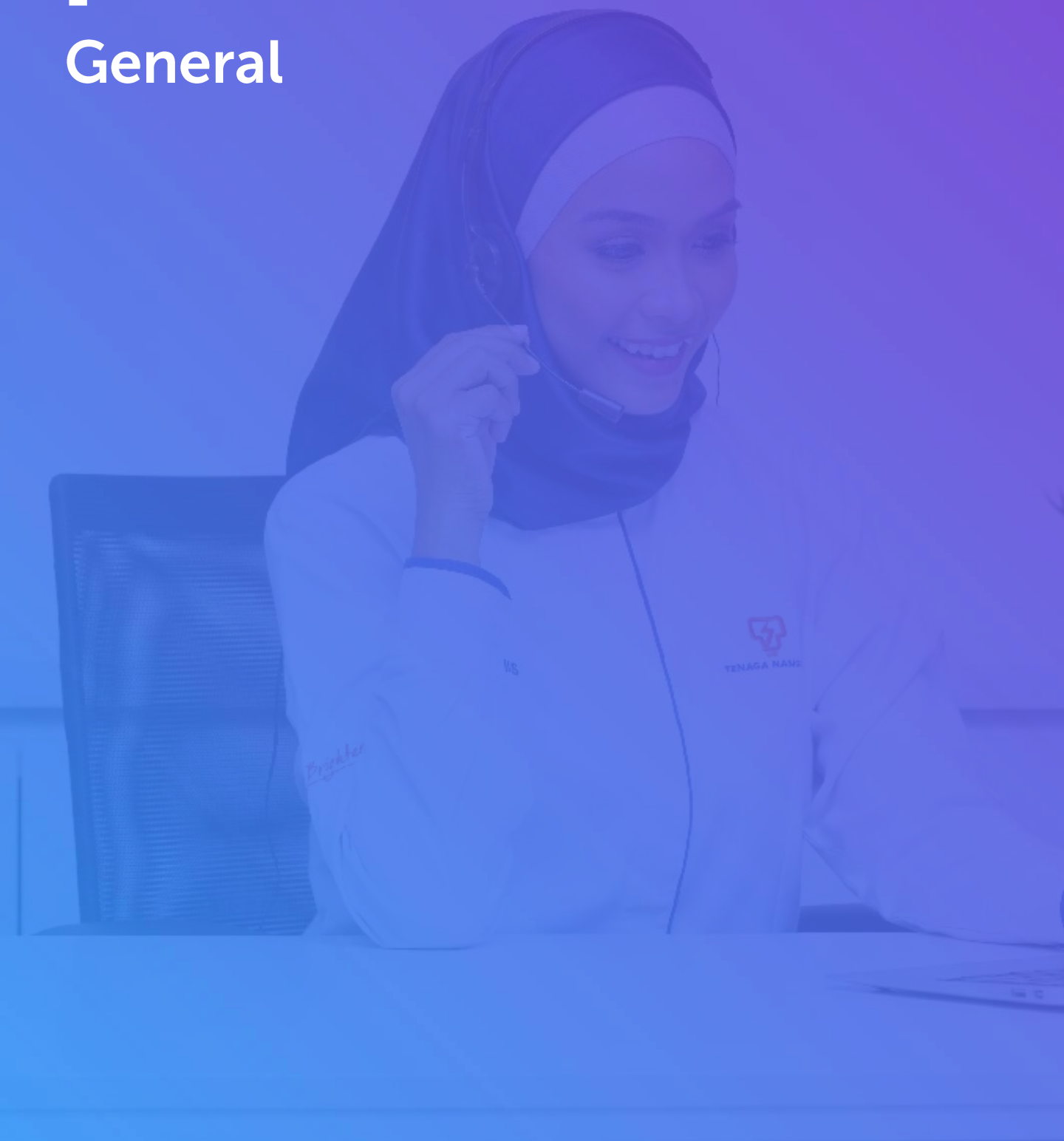
1. **Where can I find my bill account number?**
    Your 12–digit account number can be found on the top left-hand corner of your monthly paper bill. Alternatively, you can find it by tapping on the 'Profile' tab in the navigation bar. Then tap on 'My Account' and you will be able to view it under the TNB Electricity Supply Account list. If you are a customer with multiple linked accounts in your myTNB app, your 12–digit account number is also displayed in the Home Page under your account nickname.

2. **Is my personal data safe?**
    Absolutely. Your privacy is of utmost importance to us; therefore, we employ the latest internet security technology to ensure the safety and confidentiality of your data.

3. **How can I contact TNB?**
    Getting in touch has never been easier. Call us on 15454 for Outages & Breakdowns and 1-300-88-5454 for Billing & General enquiries about your account. You can also drop us an email at tnbcareline@tnb.com.my or message us on Facebook at http://www.facebook.com/TNBCareline. Alternatively, tap on the 'Feedback' tab on the navigation bar to send an enquiry to our team.

Glossary

Since your Smart Meter is new, we understand that there might be some terms you are not familiar with. You can search for them here in alphabetical order.

Amount Due	The total amount you currently owe TNB based on your Smart Meter readings and billing from the most recent month, as well as any additional unpaid costs and charges accumulated from previous months.
Approved by SIRIM & SKMM	SIRIM Malaysia and Suruhanjaya are two government bodies that have approved the Smart Meter. They have confirmed it is safe and accurate for the public to use.
Average Electricity Usage	This aims to help you save electricity and money by showing you if you have used more or less electricity compared to the month before. It is displayed as a percentage with an arrow that points up or down. The arrow pointing up means your electricity usage has increased compared to the previous month, the arrow pointing down means your electricity usage has decreased compared to the previous month.
Current Bill	The total amount you currently need to pay TNB based on your Smart Meter readings and billing from the most recent month, including that month's cost and charges.
Current Usage	The amount of electricity you have used this month until the date stated in the app. Example: Current usage, as of 04 June.
Eco-Friendly	Reduces harm to the environment.
kW	kW stands for kilowatt and it is a unit of electric power.
Kilowatt Hour (kWh)	kWh stands for kilowatt hour and it is a measure of how much energy you are using. It is not the number of kilowatts you're using per hour – it is simply a way to measure the amount of energy you would use if an appliance with a certain power is used. Example: A 1000watt bulb needs 1000 watts/1 kilowatt of power. Therefore, it uses 1kWh of energy in an hour.

Meter Bypass	An activity that causes the meter to only record partial energy usage, resulting in inaccurate energy usage and bill amount.
myTNB App	A mobile application that receives information from your Smart Meter. It enables you to find out how much electricity you have used, the total of your electricity bill, and pay for your electricity bill anytime, anywhere. To use the myTNB app you will need a smartphone.
Notifications	A section of the myTNB app where updates from TNB about your Smart Meter will be shared.
Off-Peak Tariff	A time where the cost of electricity is reduced due to the decrease in demand.
Outstanding Charges	The amount you have not paid from a previous bill.
Radio Frequency	The range of frequencies the Smart Meter uses to communicate, the same frequencies telecommunications companies offer to enable you to use a mobile phone.
Radio Frequency Emissions	The emissions or energy generated when data is sent from the Smart Meter through radio frequency. Radio and television broadcasting, cell phones, radio communications for emergency services, weather radar and satellite communications are examples of important applications with radio frequency emissions.
Radio Frequency Pole/ Tower	A 20 meter pole that houses the Smart Meter data collector device, which receives and transmits data on meter readings from Smart Meters to TNB systems.
Smart Meter	A device that safely and accurately collects and transmits information about your electricity usage.
Smartphone	A mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, Internet access, and an operating system capable of running downloaded apps.

Thank you for taking the time to read this booklet. We hope it was helpful.

If you have more questions you can contact our Careline by dialing 1-300-88-5454

*Fixed line calls to our Careline will be charged as local calls, whereas cell phone calls are subject to charges by service providers.