







# Tariff Book

Effective from 1st June 2006



**TENAGA  
NASIONAL BERHAD**

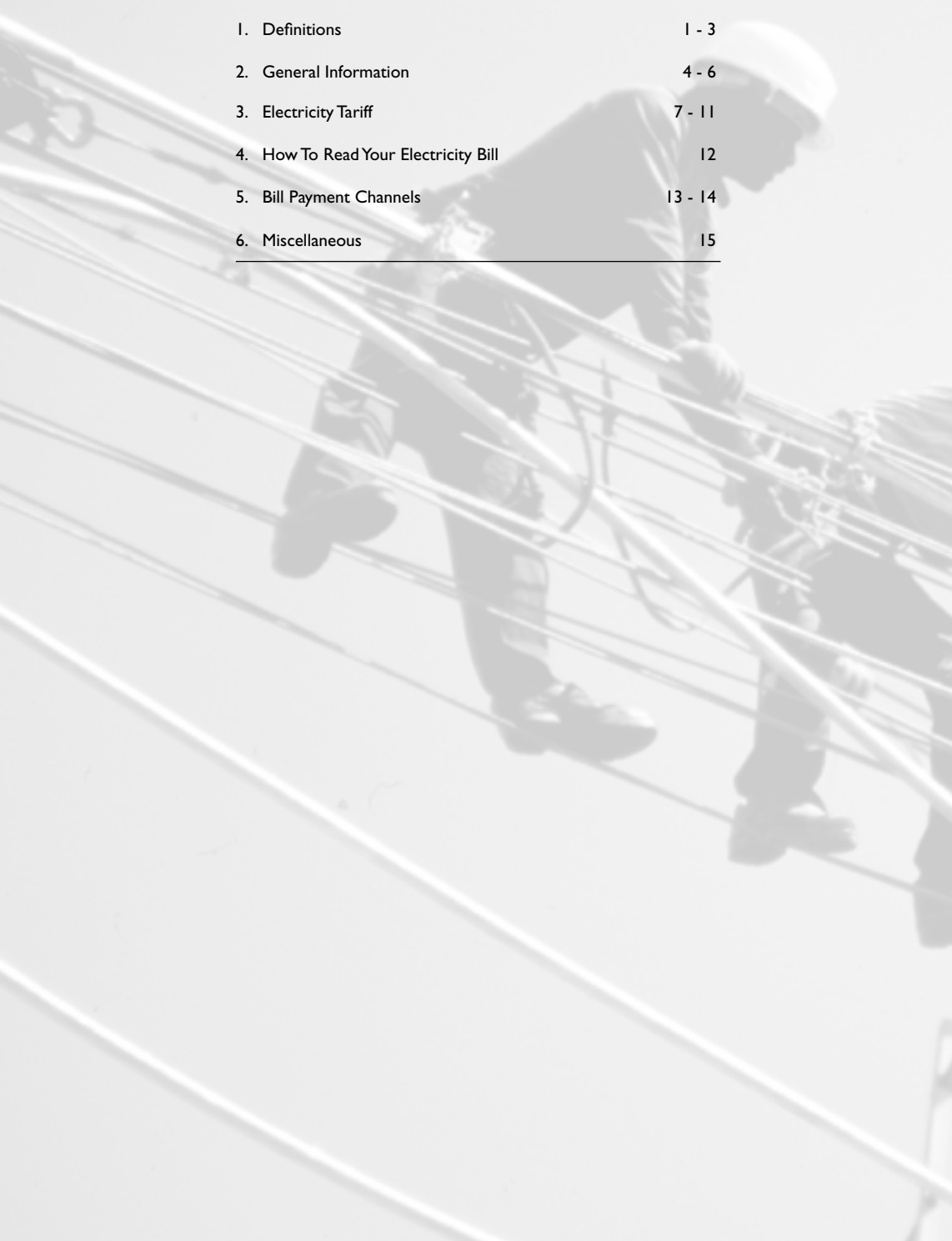
(200866-W)  
**Powering The Nation**

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Dear Valued Consumers,

The Government has approved a review of the electricity tariff in line with its strategy to enable Tenaga Nasional Berhad (TNB) to continue providing a reliable and high quality electricity supply to all Malaysians.

The new tariff structure is effective from 1st June 2006.

The review is inevitable, given the rising cost of supplying electricity borne by TNB. However, Malaysians continue to enjoy one of the lowest electricity tariffs in the region. The tariff is also designed to minimise the impact to consumers, especially the lower income group.

In line with the Government's development objective, TNB has introduced Specific Agriculture Tariff to promote the agro-based sector and maintained the Special Industrial Tariff.

The tariff review is also formulated to promote efficient use of electricity, hence optimising resource utilisation.

We will continue to strive to provide quality service and reliable power. Hence, we wish to thank all our consumers for the kind support and patronage.

Yours faithfully,



Dato' Che Khalib Mohamad Noh  
President/Chief Executive Officer  
24th May, 2006

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# I. Definitions

The following definitions shall apply:

- (a) **“CONSUMER”** means any person and/or entity taking electricity supply from TNB's supply lines at any one point of supply, provided that if a person and/or entity takes a supply at more than one point of supply such person and/or entity shall be deemed to be separate consumer for each of such point of supply.
- (b) **“DOMESTIC CONSUMER”** means a consumer occupying a private dwelling, which is not used as a hotel, boarding house or used for the purpose of carrying out any form of business, trade, professional activities or services.
- (c) **“LIFELINE BAND”** means the consumption for the first 200 kWh per month for Domestic Consumers.
- (d) **“COMMERCIAL CONSUMER”** means, but not limited to, a consumer occupying or operating an office block, hotel, service apartment, boarding house, retail complex, shop-house, car-park, workshop, restaurant, estate, plantation, farm (except those categories defined in the Specific Agriculture Tariff), port, airport, railway installation, toll plaza, street lightings at tolled highway including its bridges and tunnels, telecommunications installation, broadcasting installation, entertainment/recreation/sports outlet, golf course, school/educational institution, religious and welfare organisation, military and government installation, hospital, waste treatment plant, district cooling plant, cold storage, warehouse, and any other form of business or commercial activities which are not primarily involved in manufacturing, quarrying or mining activities.
- (e) **“INDUSTRIAL CONSUMER”** means a consumer engaging in manufacturing of goods and products. Manufacturing means the conversion of raw material or components to finished products such as the making, altering, blending, ornamenting, finishing or otherwise treating or adapting any article with a view to use, sell, transport, deliver or dispose; and includes the assembly of parts and food processing but shall not include any activity normally associated with the retail or wholesale trade. Quarrying of minerals, stone and other natural resources and pumping for water treatment plant are also termed as Industrial Consumer. In addition, the total wattage of lamps and air-conditionings installed for the purpose of office use shall not exceed 20% of the total wattage of all electrical equipment installed.
- (f) **“SPECIAL INDUSTRIAL CONSUMER”** means an Industrial Consumer whose total annual electricity cost is 5% or more of its total annual cost of its operations.

**The computation of the 5% threshold shall be as follows:-**

$$\frac{\text{Total annual electricity bill (energy and maximum demand charges)}}{\text{Total company's annual audited cost of its operations}} \times 100\% \\ = \text{more or equal to } 5\%$$

**Total company's annual audited cost of its operations includes but not limited to:**

- Operating cost (which includes cost of goods sold, cost of production, depreciation, exceptional items, etc)
- Foreign exchange
- Share of results of associates (if applicable)
- Finance cost
- Extraordinary item

- (g) **“MINING CONSUMER”** means a consumer using most part of the electricity consumed for extracting mineral including dredging activities.
- (h) **“STREET LIGHTING CONSUMER”** means a consumer lighting up public roads, highways and bridges excluding tolled roads and highways.

- (i) **“NEON & FLOODLIGHT CONSUMER”** means a consumer lighting up neon and floodlight installations for roadside advertisements, billboards, buildings, traffic lights, signages, bus-stops and telephone kiosks or for decorating the facade of buildings. For this purpose, the consumer must install facilities for separate metering system and pay full installation costs incurred by TNB to provide the supply.
- (j) **“SPECIFIC AGRICULTURE CONSUMER”** means a consumer conducting specific agricultural activities strictly related to agriculture cultivation and breeding. The activities are confined to agriculture livestock (poultry and/or hatching, cattle and/or dairy, rearing of other animals), aquaculture (the breeding and cultivation of water plants and animals), horticulture (growing of fruits, vegetables and flowers) and pumping for irrigation/drainage of land and for controlling water gates for the production of grains such as padi.
- (k) **“CO-GENERATOR”** means a generator that uses a single primary energy source to generate sequentially two different forms of useful energy at an efficiency rate of more than 70%.
- (l) **“LOW VOLTAGE”** in the context of tariff classification means a supply voltage not exceeding 1,000 volts.
- (m) **“MEDIUM VOLTAGE”** in the context of tariff classification means a supply voltage from 6,600 volts to 66,000 volts.
- (n) **“HIGH VOLTAGE”** in the context of tariff classification means a supply voltage of 132,000 volts and above.
- (o) **“KILOWATTS OF MAXIMUM DEMAND”** for any month shall be deemed to be twice the largest number of kilowatt-hours supplied during any consecutive thirty minutes in that month.
- (p) **“kWh”** means kilowatt-hour.
- (q) **“AVERAGE POWER FACTOR”** means the cosine of the angle of which the tangent is obtained by dividing the total of the reactive kilovolt-ampere hours by the total of the kilowatt-hours recorded in any month by TNB's meters.
- (r) **“REACTIVE KILOVOLT-AMPERES OF MAXIMUM DEMAND”** for any month shall be deemed to be twice the largest number of reactive kilovolt-ampere-hours supplied during any consecutive thirty minutes in that month.
- (s) **“MONTH”** means the period between two successive meter readings. Meters are normally read at intervals of approximately thirty days.
- (t) **“PEAK PERIOD”** means the period between 0800 hours and 2200 hours.
- (u) **“OFF-PEAK PERIOD”** means the period between 2200 hours and 0800 hours.
- (v) **“MINIMUM MONTHLY CHARGE (MMC)”** means a monthly charge applicable to a consumer in the event his monthly total electricity bill (kW and/or kWh) is less than the stated amount as stipulated in **Schedule I**.
- (w) **“PROJECT MINIMUM MONTHLY CHARGE (PMMC)”** means a monthly charge equivalent to 2% of the net capital cost of the supply project. The PMMC is chargeable only during the first 5 years from the date of supply, after which MMC shall be applied. Subject to the amount of electricity consumed, a consumer will be

charged the higher of PPMC or the consumption based on the applicable tariff. The detailed calculation of the PPMC can be found in the Statement of Connection Charges Booklet issued by TNB.

- (x) **“GUARANTEED MINIMUM MONTHLY CHARGE (GMMC)”** means a monthly charge equivalent to 15% of capital cost of the supply project. The GMMC is chargeable to a high voltage consumer who opts to pay this charge instead of connection charge. This charge is applicable for a maximum period of 5 years from the date of supply or will cease once the sum of make-up charge has reached an amount equivalent to 1.2 times the consumer's connection charge, after which the MMC shall be applied. Subject to the amount of electricity consumed, a consumer will be charged the higher of GMMC or the consumption based on the applicable tariff. The details of the calculation of GMMC is set out in the Statement of Connection Charges Booklet issued by TNB.
- (y) **“CONNECTION CHARGE”** means an upfront contribution amount payable by a consumer requiring infrastructure for new supply and/or upgrading of existing infrastructure for additional supply requirement.
- (z) **“MALAYSIAN GRID CODE”** means the code relating to provisions and guidelines for the planning, scheduling and dispatching, system operations and connections of electricity in Peninsular Malaysia, including any amendments or modifications made thereunder.
- (aa) **“MALAYSIAN ELECTRICITY DISTRIBUTION CODE”** means the code relating to provisions and guidelines for the coordination of planning, operation, and interconnections of the respective distribution systems in Peninsular Malaysia, including any amendments or modifications made thereunder.
- (bb) **“MAJOR BREAKDOWN”** means a breakdown (such as due to switchgear failure or cable fault) which results in the interruption of electricity supply that requires substantial time to restore.
- (cc) **“MINOR BREAKDOWN”** means a breakdown (such as due to the operation of a fuse or tripping of a circuit breaker resulting from an overload supply of electricity) which results in the interruption of electricity supply that can be quickly restored.



## 2. General Information

### 2.1 GENERAL CONDITIONS OF SUPPLY

Electricity shall be supplied in accordance with the provisions of the Electricity Supply Act 1990, the Licensee Supply Regulations 1990 and the Electricity Regulations 1994 and all amendments thereto.

### 2.2 VOLTAGES

TNB's declared supply voltages are as set out below:

Voltage Level	Supply Voltage
<b>Low Voltage</b> Single Phase Three Phase	240V
	415V
<b>Medium Voltage</b>	6,600V
	11,000V
	22,000V
	33,000V
	66,000V
<b>High Voltage</b>	132,000V
	275,000V

### 2.3 FREQUENCY

Supply frequency is 50Hz  $\pm$  1%

### 2.4 METER

- (a) All necessary meters shall be provided by TNB for measuring the consumption of electricity. Consumers shall be required to pay a charge for additional meter(s) installed at their request and may also be required to pay the cost of any special metering facilities installed by TNB.
- (b) The consumer shall not interfere, nor permit any person other than an authorised employee of TNB to handle TNB's equipment and meters.
- (c) If a meter is lost, destroyed or damaged, the consumer shall pay TNB the full cost of repair or replacement as determined by TNB.
- (d) Deliberate interference with any aspect of TNB's metering and supply system is an offence under the Electricity Supply Act 1990 and carries a financial penalty and/or jail sentence.
- (e) If a consumer thinks his meter is not registering accurately, he can request TNB for the meter to be tested. A test fee shall be chargeable and it will be refunded only if the meter is found to be inaccurate by more than 3%.

### 2.5 ACCESS TO CONSUMERS' PREMISES

Authorised employees of TNB are permitted under the Licensee Supply Regulations 1990 to have access to consumers' premises at all reasonable times, for purposes connected with the supply of electricity. Such employees carry a special authorisation card.

### 2.6 ACCOUNT

- (a) A consumer shall be required to pay a Minimum Monthly Charge (MMC) for each supply taken at a schedule rate for as long as the supply is taken. MMC is the minimum amount to be paid by a consumer in a month and it may be in the form of Project Minimum Monthly Charge (PMMC) or Guaranteed Minimum Monthly Charge (GMMC) or MMC which will be set out in the supply contract. A consumer taking medium or high voltage

supply may initially be required to pay PMMC or GMMC for the period as specified in the definitions I(w) and I(x) above), after which they shall be subjected to the MMC. The MMC rate for each tariff category is in accordance with the rates as per **Schedule I**.

- (b) Each consumer is required to deposit a sum of money with TNB sufficient to cover the estimated charges for two months' supply of electricity. The deposit, less any outstanding amount, if any, is refundable when the consumer ceases to take a supply. Deposits are not transferable. All cash deposits will entitle the consumer to a rebate, which will be credited to the consumer's account once a year.
- (c) Accounts must be paid on or before the due date mentioned in the electricity bill. The supply of electricity may be disconnected if accounts are not paid when due and a fee shall be charged for the disconnection and/or reconnection of supply.
- (d) A surcharge of 1% per month shall be imposed and calculated for every day or part of the day for any such period of late payment from consumers who fail to settle their current bill in full within the stipulated time frame. By imposing this surcharge, TNB does not waive its right to disconnect the supply to such consumers.

## **2.7 PAYMENT OF MONIES OWED TO TNB**

- (a) Consumers shall be notified of all the above fees and charges by way of an official bill.
- (b) Payments shall only be made to cashiers within TNB premises or TNB's authorised collection agents/payment channels.
- (c) Payments shall be officially acknowledged by either TNB or TNB's authorised collection agents/payment channels.

## **2.8 NOTICE TO TERMINATE SUPPLY**

The consumer shall give at least 3 working days notice to the local TNB office of his intention to cease taking supply. If no such notice is given, the consumer shall be responsible for the payment of all charges up to the date of the final meter reading.

## **2.9 POWER FACTOR**

The consumer shall use his best endeavours to obtain the highest Power Factor possible in operating any of his electrical installations. The consumer must achieve a minimum Power Factor, which is currently set at 0.90 for high voltage consumers and 0.85 for other consumers. A penalty shall be imposed if this minimum power factor is not achieved. This penalty is calculated as follows: -

If the Average Power Factor of any consumer in any month is found to be:

- (a) Below 0.85 [0.90] and up to 0.75 [0.80] lagging, a supplementary charge of 1.5% of the bill for that month for each one-hundredth part (0.01) below 0.85 [0.90] and up to 0.75 [0.80] lagging Power Factor will be added to the bill for that month; and
- (b) Below 0.75 [0.80] lagging, in addition to the charge payable under sub-paragraph (a) above, a supplementary charge of 3% of the bill for that month for each one-hundredth part (0.01) below 0.75 [0.80] lagging Power Factor will be added to the bill for that month.

**Note:**

The Malaysian Grid Code specifies that connections made to the system of 132kV and above are to maintain a minimum Power Factor of 0.90. Power Factor figures shown within the square bracket is for all high voltage consumers and those consumers under special supply contract. The Power Factor figures without the square bracket apply to other consumers.

The minimum Power Factor of 0.85 [0.90] shall be subject to change to comply with the requirements of the Malaysian Grid Code and Malaysian Electricity Distribution Code. The range of Power Factors stated in (a) and (b) above for computing the Power Factor penalty shall be adjusted equitably to reflect any changes in the minimum Power Factor figures as specified in the above codes.

**2.10 TEMPORARY SUPPLY**

A consumer who applies for temporary supply shall be charged at the tariff rate appropriate to their category plus 33% surcharge on the total monthly bill. The supply contract for the temporary load shall be time restricted and the consumer shall be subjected to a Connection Charge of the full installation cost and subsequent dismantling of TNB's infrastructure to provide this temporary supply.

**2.11 ELECTRICAL WELDING EQUIPMENT**

In addition to the appropriate tariff rate, there will be a surcharge for transformer-operated electric welding equipment installed for low voltage consumers at RM3.00 per kVA per month, and for medium and high voltage consumers at RM2.00 per kVA per month. Motor-operated welding sets are exempted from the foregoing surcharge.

**2.12 CONSUMER WITH MULTIPLE BUSINESS ACTIVITIES**

A consumer with multiple business activities that involve more than one tariff category shall:-

- (a) declare to TNB the principal business activity as set out in the annual report or in the latest annual return lodged to Companies' Commission of Malaysia;
- (b) install separate metering facilities for each activity in order for them to be eligible for the respective categories, failing which TNB will impose the appropriate tariff in accordance to the respective tariff classifications; and
- (c) solely bear all costs incurred for the installation of the separate metering facilities.

# 3. Electricity Tariff

## 3.1 TARIFF INFORMATION

The tariff, which takes effect from 1st June 2006, as shown in **Schedule 1**, is approved by the Minister of Energy, Water and Communications, in accordance with Section 26 of the Electricity Supply Act 1990.

For the approved tariff charged, TNB will attempt to maintain minimum standards of performance which includes restoration of supply for distribution system within 4 hours for minor breakdowns and 2 days for major breakdowns.

Consumer who requires higher specifications for reliability and quality of supply (which is above the minimum standards of performance) may apply to TNB for his requirements to be met at negotiated tariff under a special supply contract as provided for under Section 29 of the Electricity Supply Act 1990.

## 3.2 PROVISION OF SPECIAL AGREEMENT UNDER SECTION 29, ELECTRICITY SUPPLY ACT 1990

Section 29 of the Electricity Supply Act 1990, amongst others, provides for a special agreement to be made between TNB and a consumer stipulating special terms and conditions of supply including tariff.

Tariffs for Top-up & Standby Services, Bulk Supply for Distribution Licensees, Thermal Energy Storage installations, Sunday Tariff Rider/Off-Peak Tariff Rider and supply to islands are among the terms of the special agreement.

## 3.3 TOP-UP AND STANDBY TARIFFS FOR CO-GENERATORS

(a) Top-up and Standby Tariffs apply to Co-generators utilising a single primary energy source to generate sequentially two different forms of useful energy for its own use. Services offered to Co-generators are: -

- (i) Top-up supply, which is the additional supply required by a Co-generator who does not produce sufficient electricity for its own use.
- (ii) Standby supply, which is the supply that TNB provides to a Co-generator in the event that the Co-generator does not generate electricity due to plant failure or planned shutdown for maintenance.
- (iii) For Standby supply, the consumer has a choice of firm or non-firm supply. Non-firm Standby means that TNB does not guarantee that supply can be given when the Co-generator fails or is shutdown for maintenance.

(b) The rates for Top-up and Standby Services under standard conditions of supply are given in **Schedule 2**.

(c) The Co-generator is to pay the full costs to TNB for the infrastructure involved in providing the Top-up and/or Standby Services.

### 3.4 TARIFF SCHEDULE

#### 3.4.1 Schedule I

**TNB tariff rates are set out as follows:-**

Tariff Category	Unit	Rates
<b>1. Tariff A</b> <b>Domestic Tariff</b> First 200 kWh (1 - 200 kWh) per month Next 800 kWh (201 - 1,000 kWh) per month Over 1,000 kWh (1,001 kWh onwards) per month The minimum monthly charge is RM3.00	sen/kWh sen/kWh sen/kWh	21.8 28.9 31.2
<b>2. Tariff B</b> <b>Low Voltage Commercial Tariff</b> For all kWh The minimum monthly charge is RM7.20	sen/kWh	32.3
<b>3. Tariff C1</b> <b>Medium Voltage General Commercial Tariff</b> For each kilowatt of maximum demand per month For all kWh The minimum monthly charge is RM600.00	RM/kWh sen/kWh	19.50 23.4
<b>4. Tariff C2</b> <b>Medium Voltage Peak/Off-Peak Commercial Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during the off-peak period The minimum monthly charge is RM600.00	RM/kWh sen/kWh sen/kWh	29.00 23.4 14.4
<b>5. Tariff D</b> <b>Low Voltage Industrial Tariff</b> For all kWh The minimum monthly charge is RM7.20  <b>Tariff Ds - Special Industrial Tariff (for consumers who qualify only)</b> For all kWh The minimum monthly charge is RM7.20	sen/kWh   sen/kWh	29.0   27.2
<b>6. Tariff E1</b> <b>Medium Voltage General Industrial Tariff</b> For each kilowatt of maximum demand per month For all kWh The minimum monthly charge is RM600.00	RM/kWh sen/kWh	19.50 22.2

Tariff Category	Unit	Rates
<p><b>Tariff E1s - Special Industrial Tariff (for consumers who qualify only)</b>  For each kilowatt of maximum demand per month  For all kWh  The minimum monthly charge is RM600.00</p>	<p>RM/kW  sen/kWh</p>	<p>15.10  21.5</p>
<p><b>7. Tariff E2  Medium Voltage Peak/Off-Peak Industrial Tariff</b>  For each kilowatt of maximum demand per month during the peak period  For all kWh during the peak period  For all kWh during the off-peak period  The minimum monthly charge is RM600.00</p> <p><b>Tariff E2s - Special Industrial Tariff (for consumers who qualify only)</b>  For each kilowatt of maximum demand per month during the peak period  For all kWh during the peak period  For all kWh during the off-peak period  The minimum monthly charge is RM600.00</p>	<p>RM/kW  sen/kWh  sen/kWh</p> <p>RM/kW  sen/kWh  sen/kWh</p>	<p>24.40  23.4  14.4</p> <p>21.00  21.5  12.3</p>
<p><b>8. Tariff E3  High Voltage Peak/Off-Peak Industrial Tariff</b>  For each kilowatt of maximum demand per month during the peak period  For all kWh during the peak period  For all kWh during the off-peak period  The minimum monthly charge is RM600.00</p> <p><b>Tariff E3s - Special Industrial Tariff (for consumers who qualify only)</b>  For each kilowatt of maximum demand per month during the peak period  For all kWh during the peak period  For all kWh during the off-peak period  The minimum monthly charge is RM600.00</p>	<p>RM/kW  sen/kWh  sen/kWh</p> <p>RM/kW  sen/kWh  sen/kWh</p>	<p>23.40  22.2  13.3</p> <p>18.50  20.3  11.2</p>
<p><b>9. Tariff F  Low Voltage Mining Tariff</b>  For all kWh  The minimum monthly charge is RM120.00</p>	<p>sen/kWh</p>	<p>24.5</p>
<p><b>10. Tariff F1  Medium Voltage General Mining Tariff</b>  For each kilowatt of maximum demand per month  For all kWh  The minimum monthly charge is RM120.00</p>	<p>RM/kW  sen/kWh</p>	<p>13.60  20.1</p>

Tariff Category	Unit	Rates
<b>11. Tariff F2</b> <b>Medium Voltage Peak/Off-Peak Mining Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during off-peak period The minimum monthly charge is RM120.00	RM/kW sen/kWh sen/kWh	19.20 20.1 11.1
<b>12. Tariff G</b> <b>Street Lighting Tariff</b> For all kWh (including maintenance) For all kWh (excluding maintenance) The minimum monthly charge is 15% of the calculated bill in a month	sen/kWh sen/kWh	19.6 12.3
<b>13. Tariff G I</b> <b>Neon &amp; Floodlight Tariff</b> For all kWh The minimum monthly charge is 15% of the calculated bill in a month	sen/kWh	13.4
<b>14. Tariff H</b> <b>Low Voltage Specific Agriculture Tariff</b> For all kWh The minimum monthly charge is RM7.20	sen/kWh	30.3
<b>15. Tariff H I</b> <b>Medium Voltage General Specific Agriculture Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh The minimum monthly charge is RM600.00	RM/kW sen/kWh	19.50 22.6
<b>16. Tariff H2</b> <b>Medium Voltage Peak/Off-Peak Specific Agriculture Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during the off-peak period The minimum monthly charge is RM600.00	RM/kW sen/kWh sen/kWh	26.20 23.4 14.4

### 3.4.2 Schedule 2

Tariff rates for Top-up and Standby Services (only for Co-generators) are set out as follows:-

Tariff Category	Unit	Rates		
		Top-up	Standby	
			Firm	Non-Firm
<b>1. Tariff C1</b> <b>Medium Voltage General Commercial Tariff</b> Maximum demand charge per month For all kWh	RM/kW sen/kWh	19.50 23.4	28.00	10.40
<b>2. Tariff C2</b> <b>Medium Voltage Peak/Off-Peak Commercial Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during the off-peak period	RM/kW sen/kWh sen/kWh	29.00 23.4 14.4	28.00	11.80
<b>3. Tariff E1</b> <b>Medium Voltage General Industrial Tariff</b> Maximum demand charge per month For all kWh	RM/kW sen/kWh	19.50 22.2	28.00	9.90
<b>4. Tariff E2</b> <b>Medium Voltage Peak/Off-Peak Industrial Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during the off-peak period	RM/kW sen/kWh sen/kWh	24.40 23.4 14.4	28.00	9.70
<b>5. Tariff E3</b> <b>High Voltage Peak/Off-Peak Industrial Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during the off-peak period	RM/kW sen/kWh sen/kWh	23.40 22.2 13.3	28.00	8.50
<b>6. Tariff F1</b> <b>Medium Voltage General Mining Tariff</b> Maximum demand charge per month For all kWh	RM/kW sen/kWh	13.60 20.1	28.00	5.40
<b>7. Tariff F2</b> <b>Medium Voltage Peak/Off-Peak Mining Tariff</b> For each kilowatt of maximum demand per month during the peak period For all kWh during the peak period For all kWh during the off-peak period	RM/kW sen/kWh sen/kWh	19.20 20.1 11.1	28.00	7.50



# 4. How to Read Your Electricity Bill

Your electricity bill is calculated from:

(a) **ELECTRICITY CHARGE**

The electricity charge is calculated according to meter readings and applying the relevant tariff.

**Sample of domestic bill**

**ACCOUNT NUMBER** (2) → 0122

**STATION CODE** (1) → 00000000 00

**NAME AND CUSTOMER'S REGISTERED ADDRESS** (4) → NAMA PENGGUNA  
ALAMAT PENGGUNA

**DEPOSIT** (3) → 460.00

**TARIFF CODE** (5) → 013

**LATEST PAYMENT RECEIVED** (6) → 0.00

**PREVIOUS METER READING** (8) → 91635

**LATEST METER READING** (9) → 91963

**UNITS OF ELECTRICITY USED (kWh)** (7) → 330 kWh

**AMOUNT OF ELECTRICITY USED (RM)** (10) → RM 37.57

**THE DATE OF METER READING AND BILL ISSUE** (13) → HH-BB-2006

**TOTAL AMOUNT PAYABLE** (11) → RM 81.17

**METER READING CODE FOR CURRENT READING** (12) → N (Normal)

**TELEPHONE NUMBER FOR REPORTING OUTAGES** (14) → 16154 / 41079305

**ADDRESS OF THE NEAREST TNB OFFICE THAT ISSUED THE BILL** (15) → NO. TIANG: 246 & 247 JLN BDR 13 BDR TMN MELAWATI

**DUE DATE TO SETTLE PAYMENT** (16) → HH-BB-2006

KETERANGAN	TARIKH	AMAUN	JENIS BACAAN	TARIF
BIL AKHIR	HH-BB-2006	70.44	N	013
BAYARAN AKHIR	HH-BB-2006	70.44		

CAGARAN TAMBAHAN	TUNGGAKAN	BAYARAN DITERIMA SETAKAT
0.00	0.00	HH-BB-2006

NO. JANGKA	MF	DAHULU	SEMASA	KEGUNAAN
142160	4.00	91635	91963	330 kWh

CAJ	UNIT	KADAR	AMAUN
BLOK KEGUNAAN ELEKTRIK	200	0.218	RM 43.60
	130	0.289	RM 37.57

AMAUN ELEKTRIK	BIL SEMASA
RM 81.17	RM 81.17
LAIN-LAIN CAJ	TUNGGAKAN
RM 0.00	RM 0.00
PELAKSANA ANGGRN	CAGARAN TAMR
RM 0.00	RM 0.00
PELBAKAI	JUM. PERLU DIRYR
RM 0.00	RM 0.00
PENALTI	
RM 0.00	

**TRKHB BACAAN** (12) → DAHULU: HH-BB-2006 SEMASA: HH-BB-2006 JENIS: N

**NO. TELEFON PERTANYAAN/ADUAN** (14) → 16154

**NO. TELEFON KEDAI TENAGA** (14) → 41079305

**NO. TIANG** (15) → 246 & 247 JLN BDR 13 BDR TMN MELAWATI

**TUNGGAWA PERLU DIELAKSANAKAN SEBELUM MULA MENGIKHLAKKAN PERKHIDMATAN BAKU** (13) → HH-BB-2006

**NO. TIANG** (15) → 246 & 247 JLN BDR 13 BDR TMN MELAWATI

KOD STUSIEN	NO. AKAUIN	NO. BIL	JUMLAH BAYARAN
0122	00000000 00	26105595	81.17

**NAMA PENGGUNA**  
**ALAMAT PENGGUNA**

(b) **OTHER CHARGEABLE ITEMS**

TNB may impose charges and/or surcharges for late payment, power factor, welding equipment, temporary supply and other chargeable items according to the relevant laws of Malaysia.

# 5. Bill Payment Channels

For your convenience, bill payment can currently be made through the following channels: -

## **BILL PAYMENT CHANNELS**

- 1. Kedai Tenaga**
  - a) Credit Card at selective Kedai Tenaga      Credit Card (VISA & MasterCard)
  - b) Bankcard at selective Kedai Tenaga      Saving / Current Account
  - c) Other Modes Of Payment      Cash, Cheque, Money Order, Postal Order
  - d) Bulk Payment System      Cheque / Cash  
(Open for consumer who has minimum of 25 TNB accounts)
  
- 2. TNB e-Services ([www.tnb.com.my](http://www.tnb.com.my))**      Maybank Saving / Current Account
  
- 3. Auto Payment (automatic monthly deduction)**
  - a) Auto Pay**
    - Maybank      MasterCard / VISA For All Issuing Bank
    - Maybank      MasterCard / VISA For MBB Card
    - MBF      Credit Card
    - Citibank      Credit Card
    - American Express      Charge Card
  - b) Direct Debit**
    - Maybank      Saving / Current Account
    - Public Bank      Saving / Current Account
    - Bank Pertanian      Saving / Current Account
    - BSN      Saving / Current Account
    - HSBC Bank      Saving / Current Account (Corporate Clients)
  
- 4. Auto Teller Machine (ATM)**
  - Maybank      Saving / Current Account
  - Bank Rakyat      Saving / Current Account
  - BCB      Saving / Current Account
  - RHB Bank      Saving / Current Account
  - BSN      Saving / Current Account
  - Bank Pertanian Malaysia      Saving / Current Account
  - Bank Islam      Saving / Current Account
  - UOB      Saving / Current Account
  - Public Bank      Saving / Current Account
  
- 5. Counter Services**
  - Bank Pertanian (Mobile)      Cash
  - Bank Pertanian      Cash & Cheque
  - Public Bank      Cash & Cheque
  - BSN      Cash, Debit Bank Account
  - Bank Islam      Cash, Debit Bank Account
  - Alliance Bank      Cash, Debit Bank Account
  - EON Bank      Cash, Debit Bank Account
  
- 6. Websites**
  - **Maybank**  
([www.maybank2u.com.my](http://www.maybank2u.com.my))      Maybank Saving / Current Account
  - **Citibank**  
([www.citibank.com.my](http://www.citibank.com.my))      Credit Card
  - **HSBC Bank**  
([www.hsbc.com.my](http://www.hsbc.com.my))      Saving / Current Account

- **MBF - Click & Pay**  
(www.mbfcards.com) Cash, Credit Card (MasterCard)
- **Bank Islam**  
(www.bankislam.com.my) Saving / Current Account
- **Alliance Bank**  
(www.alliancebank.com.my) Saving / Current Account
- **BCB**  
(www.bizchannel.com.my) &  
(www.channel-e.com.my) Saving / Current Account
- **Pos Malaysia**  
(www.posonline.com.my) Saving / Current Account: Hong Leong Bank
- **Public Bank**  
(www.pbebank.com.my) Cash, Debit Bank Account
- **RHB Bank**  
(www.rhbbank.com.my) Saving / Current Account

**7. Phone Banking**

Please register with bank before using phone banking

- **MBF - Call & Pay**  
(03-2167 7600) Credit Card
- **Bank Islam – SMS**  
(03-2698 8008/2691 3993 ) Saving / Current Account
- **Public Bank**  
(03-2163 9000) Cash, Debit Bank Account
- **Maybank**  
(1 300 88 6688) Saving / Current Account

**8. Other Collection Centres**

- Pejabat Pos Cash
- TM Cash & Cheque
- JBA Cash & Cheque
- Majlis Tempatan Cash & Cheque

Please refer to **www.tnb.com.my** or nearest TNB offices for the latest bill payment channels.

# 6. Miscellaneous

## **6.1 GOVERNING LAW**

This Tariff Book will be governed by and construed in accordance with the Electricity Supply Act 1990 and regulations made thereunder including any amendments and modifications made from time to time.

## **6.2 CONSISTENCY**

In the event of any inconsistency or difference between the English and the Bahasa Melayu versions of this Tariff Book, the English version shall prevail.

## **6.3 APPLICATION**

This Tariff Book is applicable to TNB consumers in Peninsular Malaysia only.

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### **TNB SERVICE AND ADVISORY CENTRE**

Kedai Tenaga is a chain of consumer services and advisory centres set up by TNB. Among the services offered at Kedai Tenaga are:-

#### **Consumer Services:**

- (a) One-stop payment counter for all electricity and other utility bills
- (b) Electricity supply application
- (c) Enquiries pertaining to billings and others

#### **Elektrik Bestari – Electricity Advisory Services for the Home:**

- (a) Efficient usage of electricity in the home
- (b) Safe usage of electricity

### **CALL MANAGEMENT CENTRE – 15454**

Call Management Centres (CMC) are established by TNB for the expressed purpose of providing an immediate response to phone calls from consumers experiencing electricity supply interruptions. These centres are manned by trained consumer service assistants accessible through a common number 15454.

For further enquiries, please contact:

**Customer Services & Marketing Department**  
**Distribution Division**  
**Tenaga Nasional Berhad**  
**Wisma TNB, Jalan Timur**  
**46200 Petaling Jaya, Selangor**

**Tel: 03-7967 9000**  
**Fax: 03-7960 0343**  
**www.tnb.com.my**