



KEMENTERIAN TENAGA DAN SUMBER ASLI

KERATAN SURAT KHABAR

SURAT KHABAR	:	The Sun			
TARIKH	:	8/6/2021	MUKA SURAT	:	7
JABATAN	:	TNB - advertorial			

We are here for you

Throughout the Total Lockdown period beginning 1st June 2021, you are encouraged to use **myTNB app** or **myTNB portal** at www.mytnb.com.my to manage your account and bill in order to minimise the need for physical interactions.

As an essential service provider, we will continue to provide the meter reading services as well as operations support at Kedai Tenaga throughout this period.

TNB'S SERVICES THROUGHOUT THE TOTAL LOCKDOWN PERIOD

- **Meter Reading and Bill Rendering**
Meter readers will continue to take actual reading and hand out physical bills at your premises according to the SOPs in place.
- **Kedai Tenaga**
9:00 AM - 1:00 PM (New)
Monday until Friday, except for public holidays
Sunday until Thursday, except for public holidays (Johor, Kedah, Terengganu and Kelantan)
- **Self-Service Payment Kiosk**
8:15 AM - 8:00 PM daily (separate entrance from Kedai Tenaga)
- **TNB Counters & Self-Service Payment Kiosks at UTC**
Closed at all UTC branches in Peninsular Malaysia
- **TNB CareLine**
Outages or street lighting: **15454** (24 hours)
Account, billing and other enquiries: **1-300-88-5454**
Monday until Friday: 8:00 AM - 7:00 PM (New)
Saturday and Sunday: 8:00 AM - 5:00 PM

Download **myTNB app** to manage your account easily, efficiently and safely.

  

www.tnb.com.my


Better. Brighter.