



**AKTA BEKALAN ELEKTRIK 1990
[AKTA 447]**

ARAHAN SURUHANJAYA TENAGA BILANGAN 5 TAHUN 2020

Arahan/ST/No. 5 /2020

PADA menjalankan kuasa yang diberikan oleh Seksyen 50C(1) Akta Bekalan Elektrik 1990 [Akta 447], Suruhanjaya Tenaga ("Suruhanjaya") mengeluarkan arahan berikut:

1. Nama dan tarikh mula berkuatkuasa

- 1.1. Arahan ini bolehlah dinamakan Arahan Standard Prestasi Perkhidmatan Bekalan Elektrik TNB (*Guaranteed Service Level ("GSL") & Minimum Service Level ("MSL")*).
- 1.2. Arahan ini hendaklah mula berkuatkuasa pada tarikh ianya didaftarkan.
- 1.3. Dengan berkuat kuasanya Arahan ini, maka sebarang arahan yang dikeluarkan oleh Suruhanjaya sebelum ini berkenaan dengan perkara ini adalah ditarik balik dan terbatal.

2. Pemakaian

Arahan ini hendaklah terpakai kepada Tenaga Nasional Berhad ("TNB") selaku pemegang lesen mulai tarikh Arahan ini didaftarkan.

3. Penguatkuasaan

- 3.1. Tujuan Arahan ini dikeluarkan adalah untuk Suruhanjaya menetapkan tahap prestasi yang diharapkan daripada TNB berhubung dengan kewajipan TNB untuk membekalkan elektrik kepada pengguna di Semenanjung Malaysia.
- 3.2. Mulai tarikh berkuat kuasanya Arahan ini, TNB hendaklah memastikan kepatuhan kepada "*Performance Standard of Electricity Supply Services of TNB*" seperti di Lampiran 1 ("Standard"). Standard ini:
 - (a) menetapkan tahap prestasi terjamin ("GSL") bagi memastikan kualiti perkhidmatan bekalan elektrik oleh TNB, yang mana sekiranya TNB gagal mematuhi, penalti dalam bentuk rebat akan diberi kepada pengguna; dan

- (b) menetapkan standard prestasi perkhidmatan bekalan minimum keseluruhan kepada TNB.

4. Kuasa

Arahan ini dikeluarkan oleh Suruhanjaya menurut Seksyen 9C Akta Bekalan Elektrik 1990 [Akta 447].

5. Pindaan atau Kajian Semula Standard

Suruhanjaya boleh meminda atau mengkaji semula Standard ini setiap dua tahun. Walau bagaimanapun, jika Suruhanjaya berpuas hati dengan alasan yang munasabah bahawa suatu pindaan adalah penting, sangat diperlukan atau untuk kepentingan umum, Suruhanjaya boleh atas inisiatifnya sendiri atau memberi maklum balas terhadap cadangan oleh TNB atau pihak berkuasa lain atau pihak yang berkepentingan, meminda atau mengkaji Standard ini apabila perlu.

6. Tuntutan dan Pembayaran Rebat

- 6.1. Tertakluk kepada perenggan 6.5, rebat kerana ketidak patuhan terhadap GSL akan diberikan berdasarkan tuntutan. Rebat akan dimasukkan ke dalam akaun elektrik pengguna.
- 6.2. TNB perlu memperkenalkan permohonan rebat secara atas talian untuk semua GSL.
- 6.3. Dalam kes di mana TNB gagal merekodkan insiden yang menyebabkan ketidakpatuhan terhadap GSL dan pengguna mempunyai bukti yang munasabah dan membuat tuntutan yang dibenarkan, TNB hendaklah memberikan rebat GSL dalam masa 2 bulan dari tarikh penerimaan tuntutan.
- 6.4. TNB hanya diminta untuk memberikan satu rebat GSL bagi setiap akaun elektrik untuk setiap insiden yang menimbulkan rebat GSL tanpa mengira jumlah premis yang tertera di akaun yang terjejas dengan insiden tersebut.
- 6.5. Bagi kes utama atau *major incident* (termasuk yang melibatkan bilangan pengguna yang ramai), pihak TNB dikehendaki mengenalpasti pengguna yang terlibat dan layak menerima rebat GSL 2. Seterusnya pihak TNB dikehendaki menguruskan proses pembayaran rebat kepada pengguna yang layak tanpa perlu menerima permohonan daripada pengguna sesuai dengan terma GSL sedia ada.

7. Pelaporan dan Pemantauan

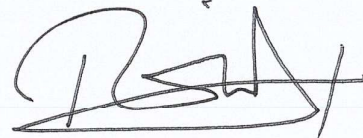
- 7.1. TNB dikehendaki memantau prestasi dan kepatuhannya terhadap GSL dan tahap prestasi minimum ("MSL") yang ditetapkan dalam Lampiran 1.
- 7.2. Dalam masa tiga bulan setelah berakhirnya setiap tahun kalendar (*calendar year*), TNB dikehendaki menyerahkan laporan kepada Suruhanjaya yang merangkumi laporan untuk GSL dan MSL untuk tahun kalendar tersebut, yang antara lain meliputi:

- (i) kepatuhan terhadap GSL, seperti:
- jumlah rebat GSL yang diberikan mengikut kategori dan jumlah rebat tersebut;
 - jumlah tuntutan rebat GSL mengikut kategori;
 - jumlah tuntutan rebat GSL yang ditolak mengikut kategori dan sebab penolakan; dan
 - perkara-perkara lain yang wajar diberitahu oleh Suruhanjaya;
- (ii) perincian gangguan yang dikecualikan dalam menentukan prestasi terhadap standard yang ditetapkan;
- (iii) penerangan mengenai sebarang *major incidents*; dan
- (iv) sebab-sebab untuk melebihi (jika ada) tahap yang ditetapkan dalam standard dan cadangan/ inisiatif mempertingkatkan prestasi.

8. Pindaan

Suruhanjaya boleh pada bila-bila masa mengubah, meminda dan membatalkan Arahan ini.

Tarikh Pendaftaran: 15 SEPTEMBER 2020



Ketua Pegawai Eksekutif
Suruhanjaya Tenaga

LAMPIRAN 1

PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF TNB

1.0 ELECTRICITY SUPPLY SERVICE PERFORMANCE STANDARD

1.1 Guaranteed Service Levels ("GSL")

These guaranteed service levels, as stipulated in Schedule 1, set the required levels as notified by the Commission for the purpose of ensuring the quality of the delivery of services of TNB, whereby failure to comply on the part of TNB will result in penalty in the form of rebate to consumers.

Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Penalty in the form of rebate
Availability of Supply - Frequency of interruption	<p><u>GUARANTEED SERVICE LEVEL : GSL1</u> Number of unplanned interruptions experienced by a consumer within the administration of:</p> <ul style="list-style-type: none"> Bandaraya Kuala Lumpur, Putrajaya, Petaling Jaya, Shah Alam, Pulau Pinang (Island) and Johor Bahru. Other areas 	<p>4 per year</p> <p>5 per year</p>	<p><u>Domestic consumer</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial consumer</u> 1% of average monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial consumer</u> 0.5% of average monthly bill amount, up to a maximum of RM1000.</p>

Obligations of Licensee

- i) Interruptions referred to in GSL1 are those interruptions sustained for more than 4 hours which are not due to force majeure or natural disaster or weather-related incidents.
- ii) A rebate for GSL1 is to be calculated based on the average monthly bill for 6 months in the preceding calendar year.
- iii) In the case of non-compliance to GSL1, the affected consumers may claim for a rebate within the first 2 months of the following year when the number of interruptions exceed the threshold for that particular year.

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Penalty in the form of rebate
Availability of Supply - Restoration time	<p><u>GUARANTEED SERVICE LEVEL :GSL2</u></p> <p>Time taken to restore electricity supply following outage caused by fault on low voltage.</p> <p>Time taken to restore electricity supply following fault on distribution supply network for:</p> <ul style="list-style-type: none"> • Medium voltage breakdown (33, 22 and 11kV) cable system with feedback • Medium voltage breakdown without alternative feedback (cable, overhead and substation) <p>Time taken to restore electricity supply following fault on grid or transmission system causing:</p> <ul style="list-style-type: none"> • Partial Blackout • Total blackout 	<p>3 hours</p> <p>4 hours</p> <p>12 hours</p> <p>8 hours</p> <p>18 hours</p>	<p><u>Domestic Consumer</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial Consumer</u> 1% of monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial Consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1000.</p> <p>(Monthly bill of the particular month when non-compliance occurs)</p> <p>For fault involving the grid or transmission system, the decision to impose penalty is dependent on the outcome of investigation by the Commission.</p>

Notes :

Fault at any distribution voltage level is as defined in the Distribution Code For Peninsular Malaysia, Sabah dan WP Labuan.

Obligations of Licensee

- i) Interruptions referred to in GSL 2 are those interruptions which are not due to force majeure or natural disaster or weather- related incidents.
- ii) In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate** within the next 2 months after the incident.
- iii) A rebate for GSL2 is to be calculated based on the monthly bill when the incident occurs.

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Penalty in the form of rebate
Providing Supply	<p><u>GUARANTEED SERVICE LEVEL : GSL3</u> Time taken to implement connection requiring low voltage cable installation work from Connection Charge (CC) paid date for new individual connection until service installation completed provided that the premises to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party (ies)</p> <p><u>GUARANTEED SERVICE LEVEL : GSL4</u> Time taken to connect new electricity supply for individual domestic low voltage consumer after deposit is paid (date of connection is to be mutually agreed upon between consumer and TNB and there is access)</p> <p>For meter installation only.</p> <p>Counting of the number of days will start a day after receiving the deposit.</p>	<p>5 working days (over-head line)</p> <p>14 working days (underground cable)</p> <p>3 working days</p>	<p>RM50 Applies only to individual low voltage domestic applications that requires no more than 3 poles (for overhead line) OR no more than 100m (for underground cable) nearest to the premises.</p> <p>RM50</p>
<p><u>Obligations of Licensee</u></p> <p>In the case of non-compliance to GSL3 or GSL4, the affected consumers may claim for a rebate within the next 2 months after connection of supply.</p>			
Service Dimension	Service Indicator	Performance Level	Penalty in the form of rebate
Customer Contact	<p><u>GUARANTEED SERVICE LEVEL : GSL5</u> Disconnection of supply according to the applicable legislation or disconnection procedures.</p>	<p>No wrongful disconnection</p>	<p>RM100</p>
<p><u>Obligations of Licensee</u></p> <p>In the case of non-compliance to GSL5, the affected consumers may claim for a rebate within the next 2 months after non-compliance is established.</p>			

1.2 Minimum Service Levels (“MSL”)

The minimum service levels as stipulated in Schedule 2 set the minimum levels that TNB needs to adhere to in delivering its services to consumers. It serves as a measurement of the efficiency of the delivery services of TNB in carrying out its statutory duty to supply electricity under the Act.

Schedule 2

Service Dimension	Service Indicator	Performance Level
Availability of Supply	1a. Minimum duration of notice for planned/scheduled interruption of electricity supply.	2 days
	1b. Upon request, time taken to provide initial information to Consumer who report on electricity interruption.	1 hour
Quality of Supply	2a. Time taken to rectify voltage complaint or limit violation and to correct voltage complaint which requires network reinforcement.	180 days
	2b. Time taken to complete investigation of over voltage from complaint receipt date.	30 working days
	2c. Time taken to provide a complete report of voltage sag from complaints received date.	14 days
Providing Supply	3a. Time taken to inform the developer of the connection charges to be paid upon receipt of complete application. i) For supply up to 22kV ii) For supply of 33kV	30 days 60 days
	3b. Time taken to implement electrification scheme requiring new substations after connection charges paid, way leave obtained and successful taking over of substation building by TNB : i) For supply up to 22kV ii) For supply of 33kV with cable installation not more than 5km. a) For KL, Putrajaya area b) For other areas	60 days 180days 120 days
	3c. Waiting time at site for appointment to connect electricity supply. (Unavoidable occurrence must be followed up by returning call in not less than 1 hour before the appointment time)	1 hour

Service Dimension	Service Indicator	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry or complaint.	5 working days
	4b. Queuing time at customer service counter.	15 minutes
	4c. Time taken by customer service officer at CMC 15454 to pick up ringing telephone.	90% calls answered within 30 seconds.
Metering Services	5a. Time taken to attend and respond to metering problem or dispute upon official notification/ request by the consumer (appointment, visit, testing, replace, relocate, etc).	5 working days
	5b. Time interval between successive rendering of bill(s).	1 month