



PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF TNB

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The Energy Commission (Commission) sets the performance levels expected of Tenaga Nasional Berhad (TNB) in relation to its license obligations to supply electricity to consumers in Peninsular Malaysia. The Performance Standard of Electricity Supply Services of TNB:-

- (a) sets the Guaranteed Service Levels (GSL) which requires TNB to compensate consumers in the form of rebates in electricity bills when those services fall below the performance levels;
- (b) sets the overall minimum supply services performance standard for TNB.

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 : Guaranteed Service Level

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

Obligations of Licensee

- i) 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.**
- ii) A rebate for GSL1 is to be calculated based on the average monthly bill for 12 months in the preceding calendar year.
- iii) Interruptions referred to in GSL1 are those **interruptions sustained for more than 4 hours which are not due to natural disaster or weather-related incidents.**

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

Notes :

*Minor distribution network fault is defined as fault that can be repaired by the fault finder.

**Major incident on distribution supply network is defined as fault that cannot be repaired by the fault finder.

Obligations of Licensee

- In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate within the next 2 months after the incident.**
- 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 registration for new individual connection (NC) until connection of electricity supply and after premise to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party (ies)</p>	<p>5 working days (over-head line)</p> <p>14 working days (underground cable)</p>	<p>RM50</p> <p>Applies only to the last 3 additional poles nearest to the premises</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>3 working days</p>	<p>RM50</p>

Obligations of Licensee

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.

Service Dimension	Service Indicator	Performance Level	Penalty in the form of rebate
Providing Supply	<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>

Obligations of Licensee

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.

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 : Minimum Service Level

Service Dimension	Service Indicator	Penalty in the form of rebate
Availability of Supply	2a. 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. iii) For supply up to 22kV iv) 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 : iii) For supply up to 22kV iv) For supply of 33kV with cable installation not more than 5km. c) For KL, Putrajaya area d) 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
Customer Contact	4a. Time taken to reply to written enquiry or complaint.	7 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 to meter problem upon official notification/ request by the consumer (appointment, visit, testing, etc.).	2 working days
	5b. Time taken to respond to metering problem or dispute upon official notification / request by consumer (replace, relocate, etc.).	3 working days
	5c. Time interval between successive rendering of bill(s).	1 month

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