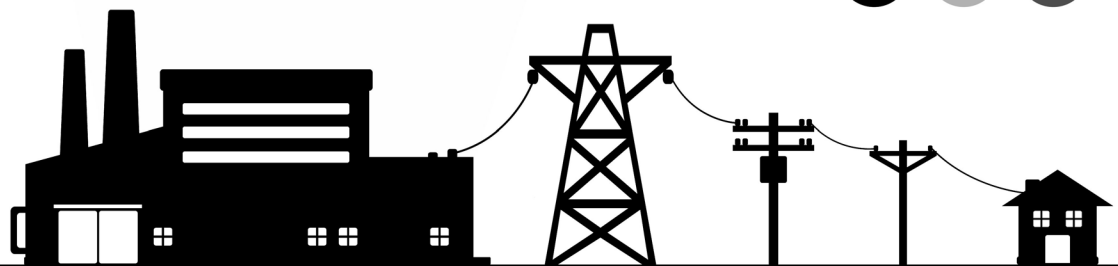


Performance Standard of **ELECTRICITY SUPPLY SERVICES OF TNB**



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TABLE OF CONTENTS

01

ELECTRICITY SUPPLY SERVICE PERFORMANCE STANDARD 2

1.1 Guaranteed Service Levels (GSL) 2

1.2 Minimum Service Levels (MSL) 6

02

CONTACT INFORMATION 8



Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Providing Supply	<p><u>GUARANTEED SERVICE</u> <u>LEVEL: GSL3</u></p> <ol style="list-style-type: none"> 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 for: <ul style="list-style-type: none"> (a) No more than 3 poles (overhead line) (b) No more than 100 m (for underground cable) Time taken to implement connection for individual street lighting with existing pole from Connection Charge is paid. Time taken to implement relocation of meter upon request by consumer from the date of payment. <p>Notes: 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>5 working days (overhead line)</p> <p>14 working days (underground cable)</p> <p>7 working days</p> <p>5 working days</p>	<p>RM50.00</p> <p>Applies only to individual low voltage domestic applications that requires no more than 3 poles (for overhead line) OR no more than 100 m (for underground cable) nearest to the premises.</p> <p>RM50.00</p> <p>RM50.00</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
	1c. Time taken to provide initial information to consumer who request temporary shutdown.	5 working days
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 22 kV ii) For supply of 33 kV	30 days 60 days
	3b. Time taken to implement electrification scheme requiring new substations after connection charges paid, wayleave obtained and successful taking over of substation building by TNB: i) For supply up to 22 kV ii) For supply of 33 kV with cable installation not more than 5 km. (a) For KL, Putrajaya area (b) For other areas	60 days 180 days 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 one (1) hour before the appointment time)	1 hour

Service Dimension	Service Indicator	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry(ies) or complaint(s).	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(s) or dispute(s), upon official notification/request by the consumer (appointment, visit, testing, replace, etc).	5 working days
	5b. Time interval(s) between successive rendering of bill(s).	1 month



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Labuan	Operating from below Regional Office starting 1 January 2024 - until further notice: Tingkat 3, Wisma PERKESO Jalan Persekutuan, MITC 75450 Ayer Keroh MELAKA	06 231 9594

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