

# Performance Standard of ELECTRICITY SUPPLY SERVICES OF TNB







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## 1. 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 Energy Commission for the purpose of ensuring the quality of the delivery of services of Tenaga Nasional Berhad (TNB). TNB's breach of the standards shall result in a payment of compensation in the form of rebate to consumers.

Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of	GUARANTEED SERVICE		Domestic consumer(s)
Supply	LEVEL: GSL1		1% of average monthly
	Number of unplanned		bill amount or minimum
• Frequency of	interruptions experienced		RM10.00, whichever is
interruption	by a consumer within the		higher.
	administration of:		Commercial consumer(s)
			1% of average monthly
	City of Kuala Lumpur, Putrajaya, Petaling Jaya, Shah Alam, Subang Jaya, Pulau Pinang (Island), Seberang Perai, Johor Bahru, Iskandar Puteri, Pasir Gudang, Alor Setar, Ipoh, Kuala Terengganu, Kuantan, Bandar Melaka, Seremban.	4 per year	bill amount, up to a maximum of RM300.00.  Industrial consumer  0.5% of average monthly bill amount, up to a maximum of RM1,000.00.
	Other areas.	5 per year	

#### Obligations of Licensee(s)

- Interruptions referred to in GSL1 are those interruptions sustained for more than three (3) or four (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 six (6) months in the preceding calendar year.
- iii. In the case of any breach to GSL1, the affected consumers may claim for a rebate within the first two (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)	Compensation in the form of rebate
Availability of Supply  Restoration time	GUARANTEED SERVICE LEVEL: GSL2  1. Time taken to restore electricity supply following outage caused by fault on low voltage.  2. Time taken to restore electricity supply following fault on distribution supply network for:  (a) Medium voltage breakdown (33, 22 and 11 kV)  (i) City of Kuala Lumpur, Putrajaya, Petaling Jaya, Shah Alam, Subang Jaya, Pulau Pinang (Island), Seberang Perai, Johor Bahru, Iskandar Puteri, Pasir Gudang, Alor Setar, Ipoh, Kuala Terengganu, Kuantan, Bandar Melaka, Seremban.  (ii) Other areas  (b) Medium voltage breakdown without alternative feedback (cable, overhead and substation)  3. Time taken to restore electricity supply following fault on grid or transmission system causing:	3 hours 4 hours 12 hours	Domestic Consumer(s)  1% of monthly bill amount or minimum RM10.00, whichever is higher.  Commercial Consumer(s)  1% of monthly bill amount, up to a maximum of RM300.00.  Industrial Consumer  0.5% of monthly bill amount, up to a maximum of RM1,000.00.  (Monthly bill of the particular month when noncompliance occurs)  For fault involving the grid or transmission system, the decision to impose compensation is dependent on the outcome of investigation by the Energy Commission.
	(a) Partial Blackout (b) Total blackout	18 hours	

#### Note:

Fault at any distribution voltage level is as defined in the Distribution Code for Peninsular Malaysia, Sabah and the Federal Territory of Labuan.

#### Obligations of Licensee(s)

- Interruptions referred to in GSL2 are those interruptions which were not due to force majeure, natural disasters or weather related incidents.
- ii. In the case of any breach to GSL2, the affected consumers may claim for a rebate within the next two (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)	Compensation in the form of rebate
Providing Supply	GUARANTEED SERVICE LEVEL: GSL3  1. 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:  (a) No more than 3 poles (overhead line)  (b) No more than 100 m (for underground cable)  2. Time taken to implement connection for individual street lighting with	5 working days (overhead line) 14 working days (underground cable) 7 working days	RM50.00 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.  RM50.00
	existing pole from Connection Charge is paid.  3. Time taken to implement relocation of meter upon request by consumer from the date of payment.  Notes: provided that the premises to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party (ies).	<b>5</b> working days	RM50.00

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
	GUARANTEED SERVICE LEVEL: GSL4		
	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).	3 working days	RM50.00
	For meter installation only. Counting of the number of days will start a day after receiving the deposit.		
	Time taken to reconnect electricity supply due to overdue payment disconnection for individual domestic low voltage consumer after full payment is paid.	2 working days	RM50.00

#### Obligations of Licensee(s)

In the case of any breach to GSL3 or GSL4, the affected consumers may claim for a rebate within the next two (2) months after connection of supply.

Service Dimension	Service Indicator	Performance Level	Compensation in the form of rebate
Customer Contact	GUARANTEED SERVICE LEVEL: GSL5  Disconnection of supply according to the applicable legislation or disconnection procedures.	No wrongful disconnection	RM100.00

#### **Obligations of Licensee**

In the case of any breach to GSL5, the affected consumers may claim for a rebate within the next two (2) months after such breach is established.



#### 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.	<b>180</b> days
	2b. Time taken to complete investigation of over voltage from complaint receipt date.	<b>30</b> 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	<b>30</b> days <b>60</b> 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.	<b>60</b> days
	(a) For KL, Putrajaya area (b) For other areas	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 <b>30</b> 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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