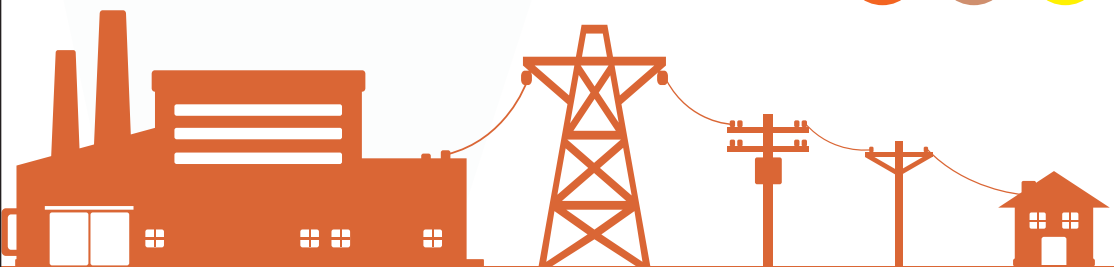
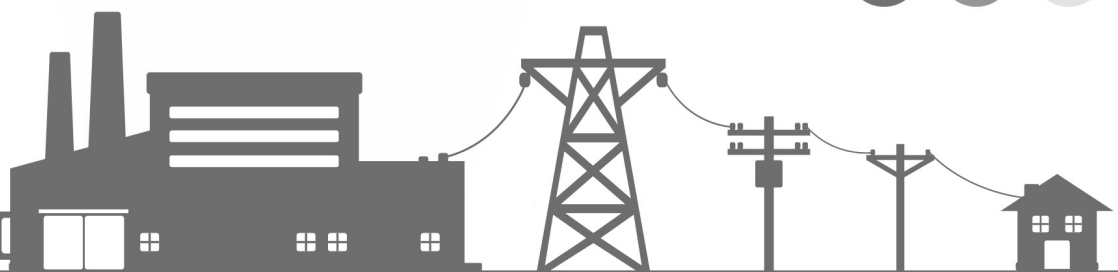


Performance Standard of **ELECTRICITY SUPPLY SERVICES OF N.U.R**



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SURUHANJAYA TENAGA (*ENERGY COMMISSION*)

No. 12, Jalan Tun Hussein, Precinct 2

62100 Putrajaya, Malaysia

T: (603) 8870 8500

F: (603) 8888 8637

www.st.gov.my

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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 N.U.R Power Sdn. Bhd. (N.U.R). N.U.R's non-compliance shall result in payable compensation in the form of rebates to eligible consumers.

Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation 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:		
	• 11 kV, 33 kV, 132 kV Industrial	2 per year	<u>Domestic consumer(s)</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher. <u>Commercial consumer(s)</u> 1% of average monthly bill amount, up to a maximum of RM300.00.
	• Domestic, Commercial & Low Voltage Industrial	3 per year	<u>Industrial consumer</u> 0.5% of average monthly bill amount, up to a maximum of RM1,000.00.

Obligations of Licensee(s)

- Interruptions referred to in GSL1 are those interruptions sustained for **more than four (4) hours** and not due to force majeure, natural disasters or weather-related incidents.
- A rebate for GSL1 is to be calculated based on the average monthly bill for six (6) months in the preceding calendar year.
- In the case of non-compliance 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	<u>GUARANTEED SERVICE LEVEL: GSL2</u> 1. Time taken to restore electricity supply following outage caused by fault on low voltage.	2 hours	<u>Domestic Consumer(s)</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher.
	2. Time taken to restore electricity supply following fault on distribution supply network: <ul style="list-style-type: none"> Medium voltage breakdown (33 and 11 kV) cable system 	2 hours	<u>Commercial Consumer(s)</u> 1% of monthly bill amount, up to a maximum of RM300.00.
	3. Time taken to restore electricity supply following major incident(s) on grid or transmission system, except due to natural disaster(s), causing: <ul style="list-style-type: none"> Partial Blackout 	2 hours	<u>Industrial Consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1,000.00.
	<ul style="list-style-type: none"> Total blackout 	18 hours	(Monthly bill of the particular month when non-compliance occurs) For major incidents involving the grid or transmission system, imposition of any compensation shall be within the sole determination of the Energy Commission.

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.
- In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate** within the following two (2) months after the incident.
- A rebate for GSL2 is to be calculated based on the monthly bill of occurrence of the incident.



Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation 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>	14 working days (underground cable)	RM50.00 Not more than 100 m (for underground cable) from supply source nearest to the premises.
	<p><u>GUARANTEED SERVICE LEVEL: GSL4</u> Time taken to connect new electricity supply for individual domestic low voltage consumer after deposit is paid and access is available. For meter installations only. Number of days will be calculated commencing a day after deposit received by N.U.R.</p>	3 working days	RM50.00

Obligations of Licensee(s)

In the case of non-compliance 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	<p><u>GUARANTEED SERVICE LEVEL: GSL5</u> Disconnection of supply according to the applicable legislation or disconnection procedures.</p>	No wrongful disconnection	RM100.00

Obligations of Licensee

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

1.2 MINIMUM SERVICE LEVELS (MSL)

The minimum service levels as stipulated in Schedule 2 set the minimum levels that N.U.R needs to adhere to, in delivering services to its consumers.

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 11 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 N.U.R: i) For supply up to 11 kV ii) For supply of 33 kV with cable installation not more than 5 km.	60 days 180 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. Average queuing time at customer service counter.	15 minutes
	4c. Time taken by customer service officer(s) at 04-4010101 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, relocate, etc).	5 working days
	5b. Time interval(s) between monthly bill(s).	1 month

ENERGY COMMISSION CONTACT INFORMATION:

HEADQUARTERS

Suruhanjaya Tenaga (*Energy Commission*)
No. 12, Jalan Tun Hussein, Precinct 2, 62100 Putrajaya, Malaysia
T: (603) 8870 8500
F: (603) 8888 8637
www.st.gov.my

REGIONAL OFFICES	ADDRESS	CONTACT NUMBER
Pulau Pinang, Kedah & Perlis	Tingkat 10, Bangunan KWSP 13700, Seberang Jaya, Butterworth PULAU PINANG	04 398 8255
Perak	Tingkat 1, Bangunan KWSP Jalan Greentown 30450 Ipoh PERAK	05 253 5413
Kelantan & Terengganu	AG-02-08 Al Waqaf@Tunjung, Jalan Kuala Krai 16010 Kota Bharu, KELANTAN	09 748 7390 / 91
Pahang	Tingkat 7, Menara Zenith Jalan Putra Square 6 25000 Kuantan PAHANG	09 514 2803
Selangor, Kuala Lumpur & Putrajaya	Tingkat 10, Menara PKNS No 17, Jalan Yong Shook Lin 46050 Petaling Jaya SELANGOR	03 7955 8930
Johor	Suite 18A, Aras 18 Menara ANSAR 65, Jalan Trus 80000 Johor Bahru JOHOR	07 224 8861
Negeri Sembilan & Melaka	Tingkat 3, Wisma Perkeso Jalan Persekutuan, MITC 75450 Ayer Keroh MELAKA	06 231 9594
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



SURUHANJAYA TENAGA (*ENERGY COMMISSION*)



No. 12, Jalan Tun Hussein, Precinct 2,
62100 Putrajaya, Malaysia



(603) 8870 8500



(603) 8888 8637



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