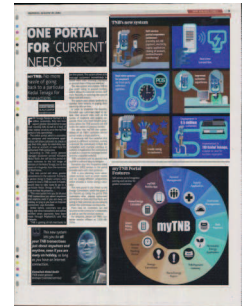


Headline	ONE PORTAL FOR CURRENT NEEDS		
MediaTitle	New Straits Times		
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ArticleSize	769 cm ²	Journalist	Sarah Rahim
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ONE PORTAL FOR 'CURRENT' NEEDS

MYTNB: No more hassle of going back to a particular Kedai Tenaga for transactions

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FOR Tenaga Nasional Berhad's 8.5 million customers, they can now expect greater convenience to pay their monthly bills as well as a host of other related services, once the myTNB portal is fully operational.

The online portal, which is accessible via computer and smartphone application, will allow customers to check or pay their bills, apply for electricity supply, close an account, or even look for authorised TNB contractors.

According to TNB senior general manager (customer service) Kamaliah Abdul Kadir, the self-service portal allows customer to the full range of services at the Kedai Tenaga, but at the touch of a fingertip, from the comforts of their home.

The new portal will allow greater convenience to the customer. Formerly, a person living in Kuala Lumpur, who wants to close a TNB account in Kedah, would have to take leave to go to a particular Kedai Tenaga in the state that serviced his property.

"This new system lets you do all your TNB transactions just about anywhere and anytime, even if you are away on holiday, as long as you have an Internet connection," says Kamaliah.

Unlike before, customers can also enjoy real-time transactions and will be notified when payments have been made through Maybank2U and Pos Malaysia.

"TNB is getting all 40 merchants to

use the system. The system allows us to message customers immediately to thank them after receiving payments or prompt them if they are overdue."

The new system also enables TNB to give credit rating to account holders, which allows its customer service staff more flexibility in resolving the cases of those with bill arrears.

The system even allows landlords to monitor their tenants in paying their electricity bills on time.

In order to maximise the benefits, Kamaliah says customers need to update their account data, such as the names of landlords and tenants, especially those who have bought properties where the TNB accounts are still under the names of previous owners.

She adds that myTNB also consolidated all of TNB's customer service portals under a single platform.

It previously had four websites that catered to different customers, namely e-services (for individuals), e-Bulk (for companies with multiple premises or outlets), e-Application (for contractors) as well as a corporate webpage (which remains a separate website).

TNB customers can be assured that myTNB is safe and easy to navigate.

Kamaliah says the frequently-asked questions (FAQ) section in the portal provides users with clear guidance.

TNB is also planning more value-added services, such as smart meters and an energy-efficient programme, which includes a home energy calculator.

The new portal is also linked to the Energy Commission, which has given it the thumbs up. Using the portal, TNB customers who require authorised technicians to check electrical faults and wiring in their premises can now directly contact the commission via the portal.

From now on, customers can rest assured on the contractor's credentials, as well as rate the services received.

For enquiries, please call TNB's customer service officers at 1300-88-5454.

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Kamaliah Abdul Kadir
TNB senior general manager (customer service)




TNB's new system




Self-service portal empowers customers
(monthly bill, bill payment, electricity supply application, closing of account, landlord/tenant monitoring)




Real-time transaction.



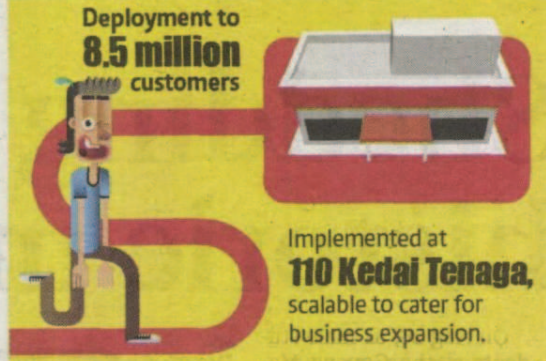
Real-time updates for payment via third-party collection agencies.



Improved customer experience.



Credit rating to customers.



Deployment to 8.5 million customers

Implemented at 110 Kedai Tenaga, scalable to cater for business expansion.

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