

Headline	Billing delays due to system upgrade		
MediaTitle	The Star		
Date	13 Aug 2016	Language	English
Circulation	338,368	Readership	1,032,000
Section	Letters	Page No	36
ArticleSize	72 cm²	Journalist	N/A
PR Value	RM 5,184		



Billing delays due to system upgrade

WE refer to the SMS complaint "Bill, please" and "Bill us, please" (*The Star*, Aug 4). TNB is upgrading its billing system and some of our customers may experience delays in receiving their July 2016 electricity bill.

Estimated bills for July 2016 will be issued in stages and customers will receive them by post or hand delivered by our meter readers.

The same customers will also receive two bills this month, for example for July and August 2016.

The July 2016 bill is calculated on a pro-rated basis and thus customers will not be charged on the higher tariff bands.

We apologize for any inconvenience that might be caused by our billing system upgrade and sincerely thank you for your under-

standing, as we continuously strive to make our system upgrade as smooth as possible. For more information on bill calculation, please visit www.tnb.com.my

**KAMALIAH BINTI ABDUL
KADIR**
Senior General Manager
Customer Service Department
Distribution Division, TNB

VALUATOR

Company(Brand)	Mention	Tone	ROI
Tenaga Nasional Berhad (TNB) (Tenaga Nasional)	3	0	0