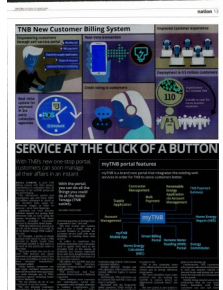


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|-------------|----------------------------------|------------|-----------|
| Headline    | SERVICE AT THE CLICK OF A BUTTON |            |           |
| MediaTitle  | The Star                         |            |           |
| Date        | 27 Aug 2016                      | Language   | English   |
| Circulation | 338,368                          | Readership | 1,032,000 |
| Section     | Nation                           | Page No    | 13        |
| ArticleSize | 903 cm <sup>2</sup>              | Journalist | N/A       |
| PR Value    | RM 136,858                       |            |           |
|             |                                  |            |           |



# SERVICE AT THE CLICK OF A BUTTON

With TNB's new one-stop portal, customers can soon manage all their affairs in an instant

**KUALA LUMPUR:** A new TNB billing system will offer greater convenience to customers once all features of the myTNB portal are up and running.

This self-service portal and smartphone app will allow TNB's 8.5 million customers to check or pay monthly bills, apply for electricity supply or close an account – all at their fingertips.

Landlords can even monitor whether tenants are paying their electricity bills on time using the system, according to TNB senior general manager (customer service) Ir Kamaliah Abdul Kadir.

"With the self-service portal, you can do all the things you could do at the Kedai Tenaga (TNB outlet)," she said.

For example, a person in Kuala Lumpur who wants to close a TNB account in Kedah would have previously needed to take leave to go back to that particular outlet in that state.

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

Unlike before, customers can also enjoy real-time transactions and will be notified when payments are made through any of TNB's collection agents, including banks and Pos Malaysia.

"We are getting all 40 of our merchants to use our system."

"We can message customers immediately to thank them after

**With the portal, you can do all the things you could do at the Kedai Tenaga (TNB outlet).**

Kamaliah Abdul Kadir

receiving payment or prompt them if payment is late," she said.

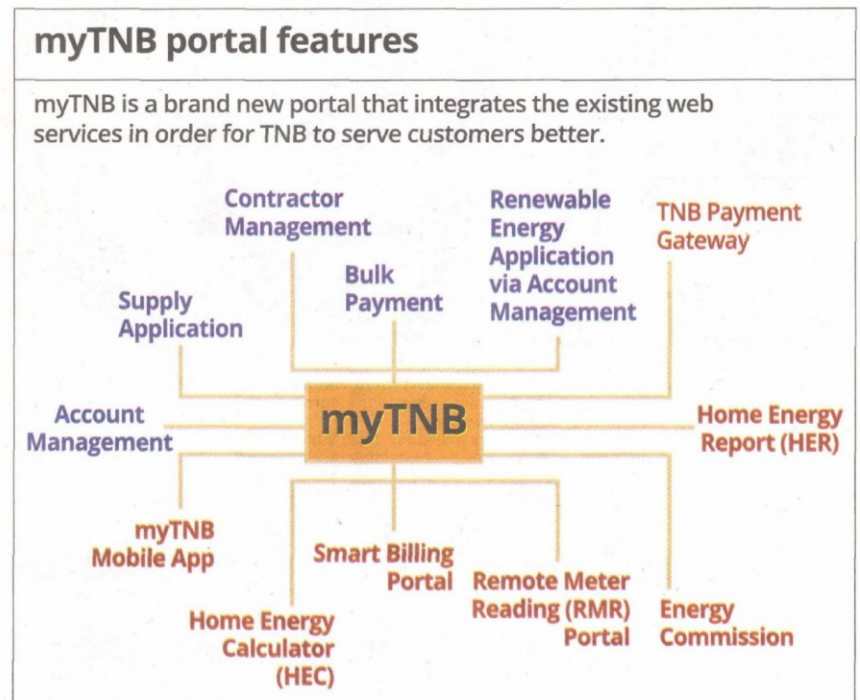
The new system also enables TNB to give a credit rating to account holders to provide the customer service staff with more flexibility in tackling those with arrears.

In order to maximise the benefits, Kamaliah said, customers need to update their data in the accounts such as the names of landlords and tenants, especially those who have bought homes but the accounts still bear the names of the previous owners.

She added that myTNB had also consolidated TNB's previous multiple customer portals under a single platform.

TNB previously had four websites which catered to different customers.

These websites were e-services (for individuals), e-Bulk (for companies with multiple premises or outlets), e-Application (for contractors) as well as TNB's



corporate page (which will remain a separate website).

Besides different designs and web addresses, TNB customers also needed different logins to access these sites.

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

Kamaliah said the frequently asked questions (FAQ) section in the portal provided clear guidance

on what to do.

TNB is also planning more value-added services such as smart metres and an energy efficiency programme.

"We have identified some other products and are waiting for myTNB to mature before we aggressively promote them," she said.

The new portal is also linked to the Energy Commission, which has

given it the thumbs up.

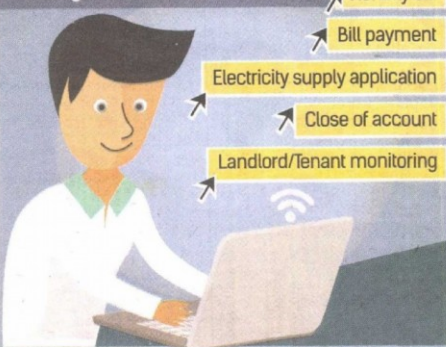
Furthermore, TNB customers who require authorised technicians to look into matters related to internal faults and wiring can now check directly with the Commission via the portal.

Besides being assured about the contractors they let into their home, Kamaliah said, TNB customers can also rate their services.

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## TNB New Customer Billing System

Empowering customers through self service portal



Real-time transaction



Credit rating to customers



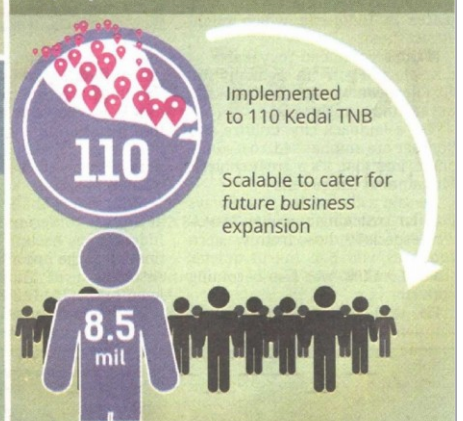
Real-time update for payment @ 3rd party collection agencies



Improved customer experience



Deployment to 8.5 million customers



## VALUATOR

| Company(Brand)                                  | Mention | Tone | ROI |
|-------------------------------------------------|---------|------|-----|
| Energy Commission (EC) (Energy Commission (EC)) | 2       | 0    | 0   |
| Pos Malaysia Bhd (Pos Malaysia Bhd)             | 1       | 0    | 0   |
| Renewable Energy (Renewable Energy)             | 6       | 0    | 0   |
| Tenaga Nasional Berhad (TNB) (Tenaga Nasional ) | 22      | 0    | 0   |