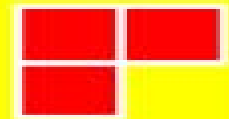
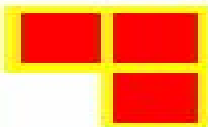
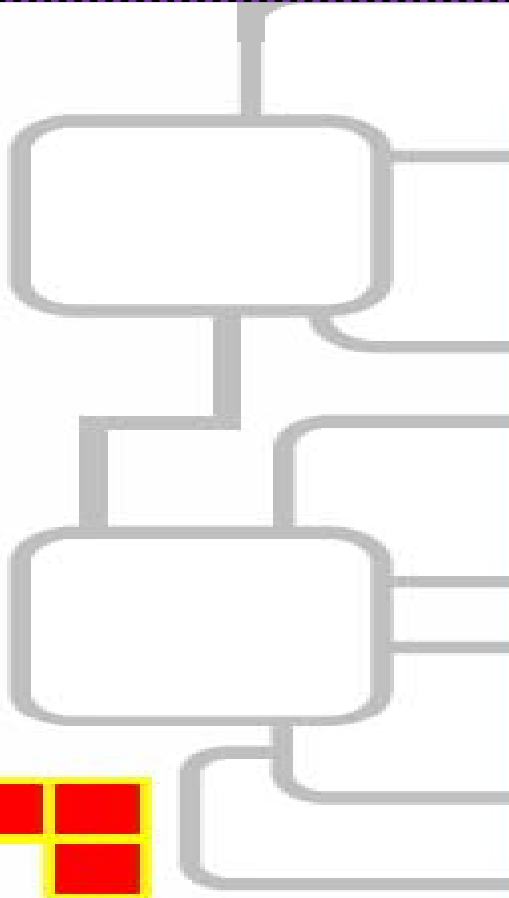
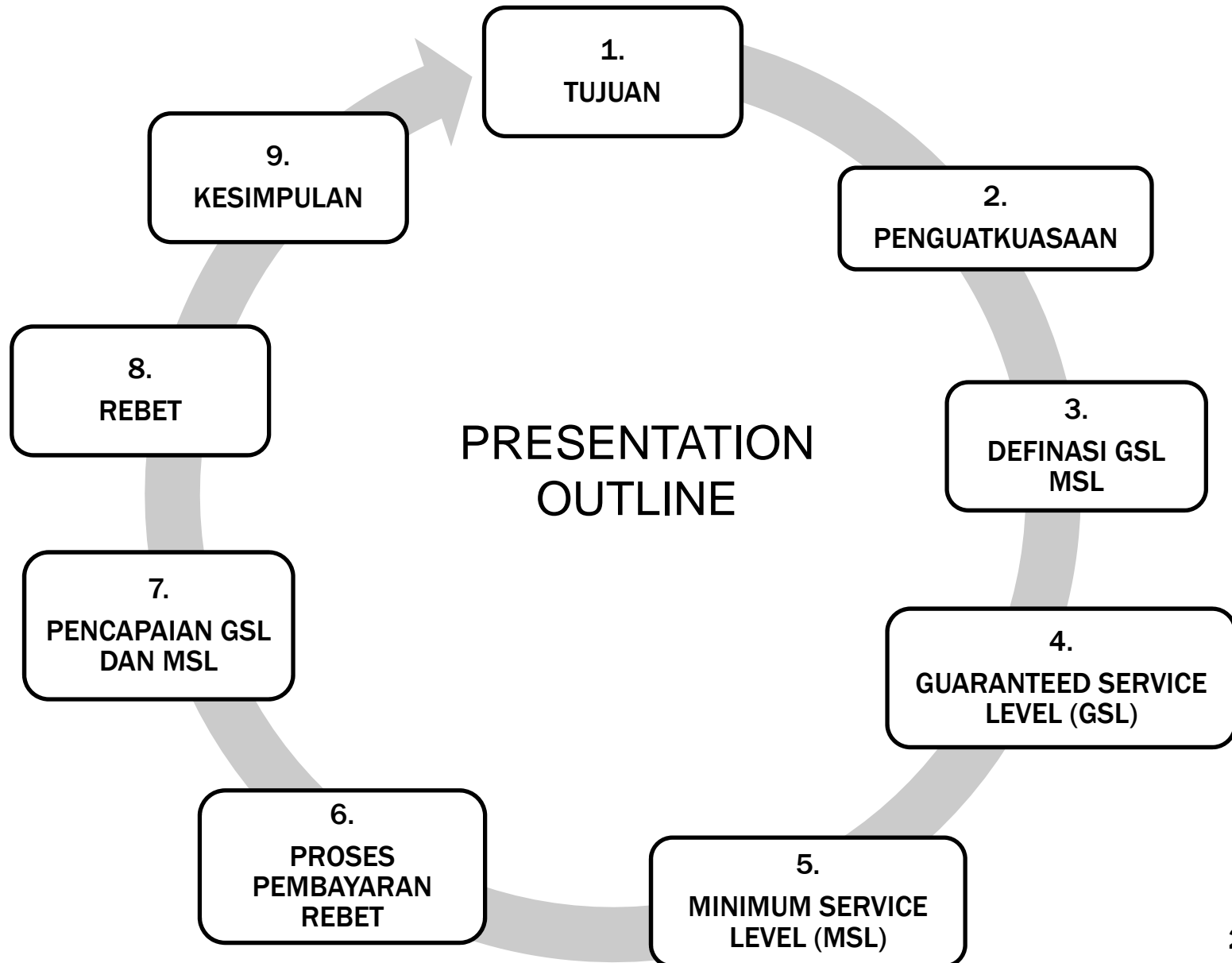


STANDARD PRESTASI PERKHIDMATAN TNB

Guaranteed Service Level (GSL)
Minimum Service Level (MSL)





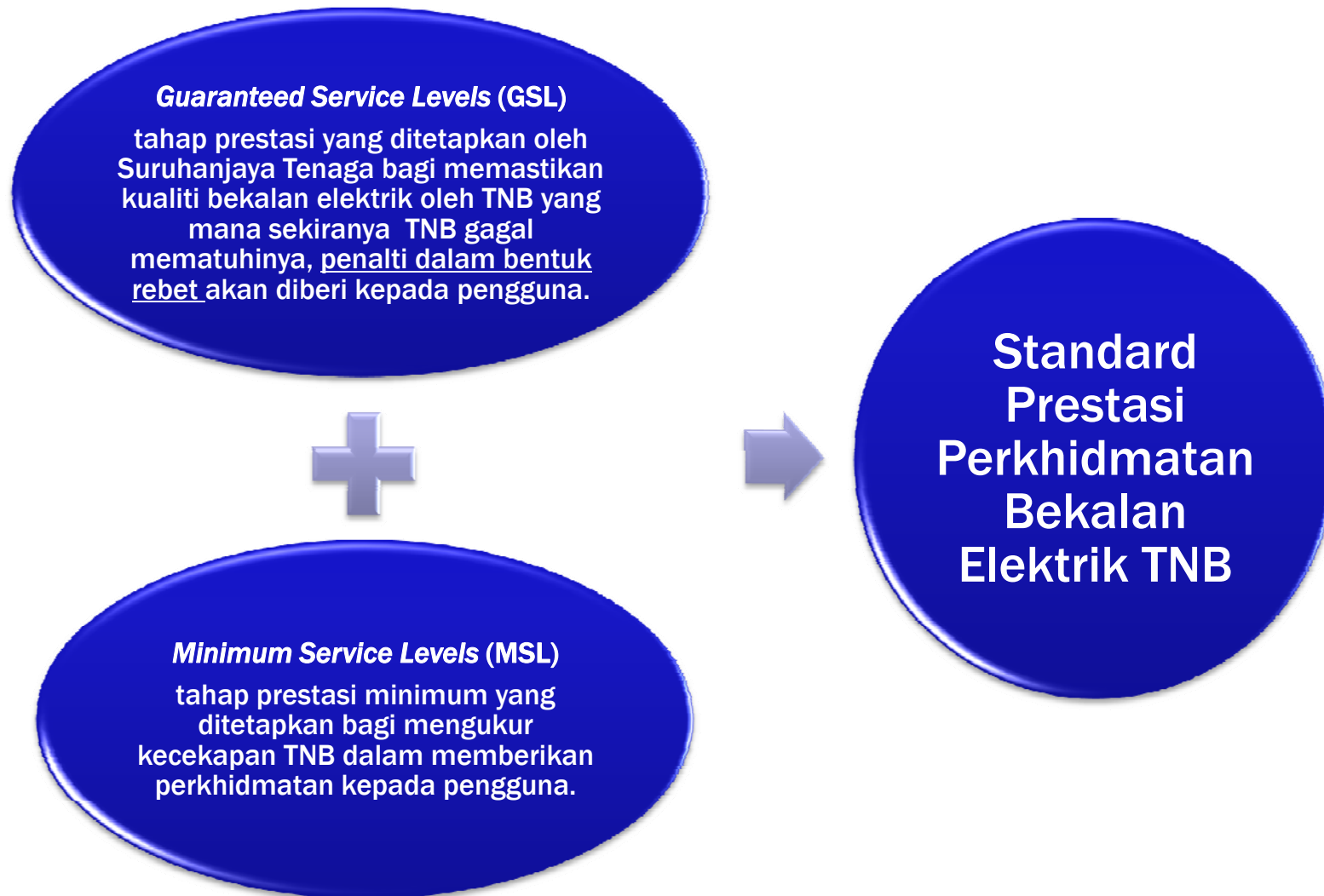
TUJUAN

- Di dalam lesen TNB, Syarat 33 menetapkan keperluan TNB mematuhi *Standard Performance of Supply Services*.
- Meningkatkan perkhidmatan pengguna TNB dengan mengambilkira perkembangan semasa.

PENGUATKUASAAN

- **Standard prestasi ini telah diluluskan oleh Y.B Menteri Tenaga, Teknologi Hijau dan Air pada 6 Mei 2011.**
- **Penguatkuasaan GSL 3,4 & 5 bermula dari 1 Januari 2012.**
- **Penguatkuasaan GSL 1 & 2, setelah *Corporate Geospatial Information System (CGIS)* siap sepenuhnya.**

DEFINISI GSL & MSL



GSL 1

Service Dimension	Service Indicator	Performance Level	Penalty 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: <ul style="list-style-type: none"> • Bandaraya Kuala Lumpur dan Putrajaya • Others areas 	 4 per year 5 per year	<u>Domestic consumer</u> 1% of average monthly bill amount or minimum RM10.00 , whichever is higher. <u>Commercial consumer</u> 1% of average monthly bill amount, up to a maximum of RM300. <u>Industrial consumer</u> 0.5% of average monthly bill amount, up to a maximum of RM1000.

Notes :

*GSL 1 will take effect after the Corporate Geospatial Information System (CGIS) is completed.

CGIS records data of consumers involved, and the period and frequency of interruptions for each consumer.

Obligations of Licensee

- i) In the case of non-compliance to GSL1, the affected consumers **may claim for a rebate** within the first 2 months of the following year, whereby the number of interruptions exceed the threshold for that particular year.
- ii) A rebate for GSL1 that is to be calculated based on the average monthly bill refers to the average bills of 12 months in that particular calendar year, when the number of interruptions exceed the threshold.
- iii) Interruptions referred to in GSL1 are those sustained interruptions for more than **4 hours** which are not due to natural disaster or weather-related incidents.

GSL 2

Service Dimension	Service Indicator	Performance Level	Penalty in the form of rebate
Availability of Supply - Restoration time	<p><u>GUARANTEED SERVICE LEVEL :GSL2*</u> Time taken to restore electricity supply following outage caused by <i>minor distribution network fault**</i>.</p> <p>Time taken to restore electricity supply following <i>major incident on distribution supply network***</i>, except due to natural disaster or weather -related incident, for:</p> <ul style="list-style-type: none"> • Medium voltage breakdown (33, 22 and 11kV) cable system with feedback • Medium voltage breakdown without alternative feedback (cable, overhead and substation) <p>Time taken to restore electricity supply following major incident on grid or transmission system except due to natural disaster, and causing:</p> <ul style="list-style-type: none"> • Partial Blackout • Total blackout 	3 Hours	<p><u>Domestic Consumer</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial Consumer</u> 1% of monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial Consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1000. (Monthly bill of the particular month where non-compliance occurs)</p> <p>For major incidents involving the grid or transmission system, the decision to impose penalty is dependent on the outcome of investigation by the Commission.</p>
	4 Hours		
	12 Hours		
	8 hours 18 hours		

Notes :

*GSL 2 will take effect after the Corporate Geospatial Information System (CGIS) is completed.

***Minor distribution network fault is defined as fault that can be repaired by the fault finder.*

****Major incident on distribution supply network is defined as fault that cannot be repaired by the fault finder.*

Obligations of Licensee

- i) In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate** within the next 2 months after the incident.
- ii) A rebate for GSL2 is to be calculated based on the monthly bill when the incident occurs.

GSL 3 & 4

Service Dimension	Service Indicator	Performance Level	Penalty in the form of rebate
Providing Supply	<p><u>GUARANTEED SERVICE LEVEL : GSL3</u></p> <p>Time taken to implement service connection requiring low voltage cable installation work after premises to be supplied is ready to receive cable, and subject to clearance of way leave from relevant party(ies)</p>	<p>7 working days (over-head line)</p> <p>21 working days (underground cable)</p>	<p>RM50</p> <p>Applies only to the last 3 additional poles nearest to the premises</p>
	<p><u>GURANTEED SERVICE LEVEL : GSL4</u></p> <p>Time taken to connect new electricity supply for individual domestic low voltage consumer after deposit is paid (date to be mutually agreed upon and there is access)</p>	<p>5 working days</p>	<p>RM50</p>

Obligations of Licensee

In the case of non-compliance to GSL3 or GSL4, the affected consumers **may claim for a rebate** within the next 2 months after connection of supply.

GSL 5

Service Dimension	Service Indicator	Performance Level	Penalty in the form of rebate
Customer Contact	<p><u>GUARANTEED SERVICE LEVEL : GSL5</u></p> <p>Disconnection of supply according to the applicable legislation or disconnection procedures.</p>	No wrongful disconnection	RM100
<p><u>Obligations of Licensee</u></p> <p>In the case of non-compliance to GSL5, the affected consumers may claim for a rebate within the next 2 months after non-compliance occurs.</p>			

MSL

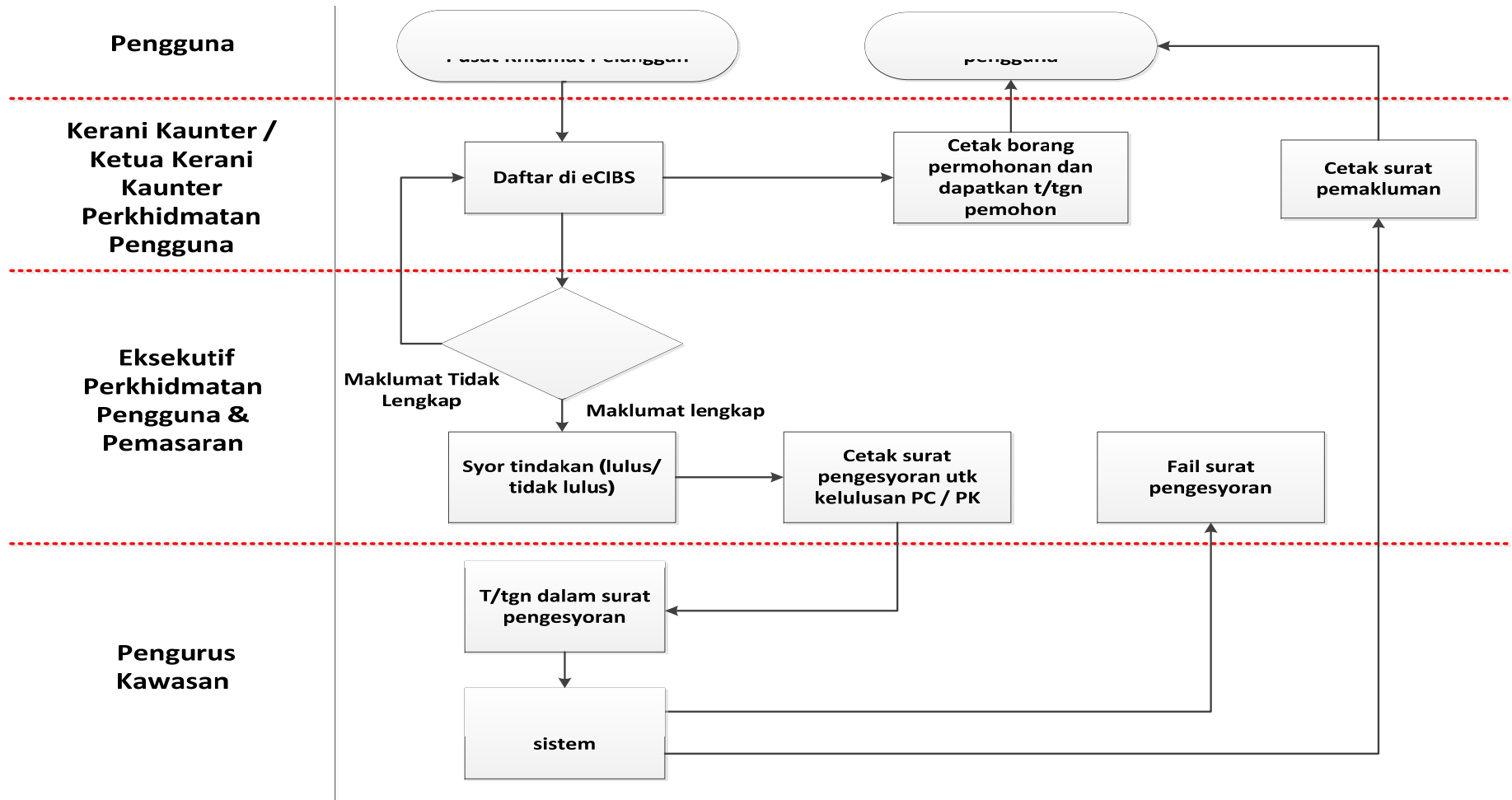
Service Dimension	Service Indicator	Performance Level
Availability of Supply	1a. Minimum duration of notice for planned/scheduled interruption of electricity supply.	2 days
	1b. Upon request, time taken to provide initial information to consumer who report on electricity interruption.	1 hour
Quality of Supply	2a. Time taken to rectify voltage complaint or limit violation.	2 days
	2b. Time taken to correct voltage complaint which requires network reinforcement.	6 months
	2c. Time taken to complete investigation of over-voltage and voltage dip complaints from complaint receipt date.	30 working days
Providing Supply	3a. Time taken to process electricity supply application and to reply to applicant.	14 days
	3b. Time taken to implement electrification scheme requiring new substations after handing over of substation building (up to 33kV) to TNB.	4 months
	3c. Waiting time at site for appointment to connect electricity supply. (Unavoidable occurrence must be followed up by returning call in not less than 1 hour before the appointment time).	1 hour
	3d. Time taken to inform the developer of the connection charges to be paid upon receipt of complete application.	2 months

MSL

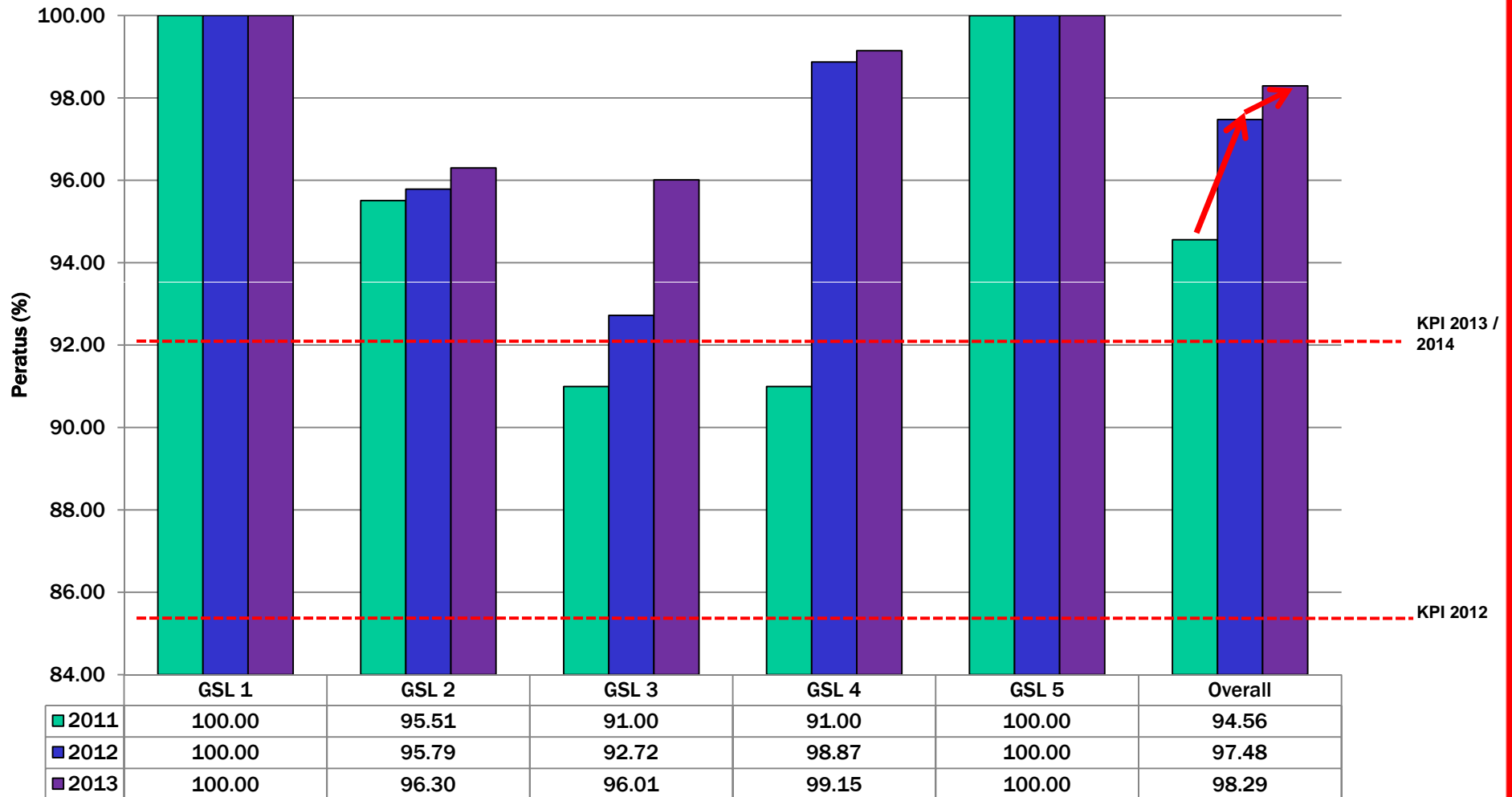
Service Dimension	Service Indicator	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry or complaint.	7 working days
	4b. Average queuing time at customer service counter.	20 minutes
	4c. Time taken by customer service officer at CMC 15454 to pick up ringing telephone.	All calls will be attended within 24 hours
Metering Services	5a. Time taken to attend to meter problem upon official notification/ request by the consumer (appointment, visit, testing, etc).	2 working days
	5b. Time taken to respond to metering problem or dispute upon official notification / request by consumer (replace, relocate, etc).	3 working days
	5c. Time interval between successive rendering of bill(s).	1 month

ALIRAN PROSES PEMBAYARAN REBET GSL

Pejabat Pengurus Kawasan



PENCAPAIAN GSL DARI 2011 HINGGA 2013

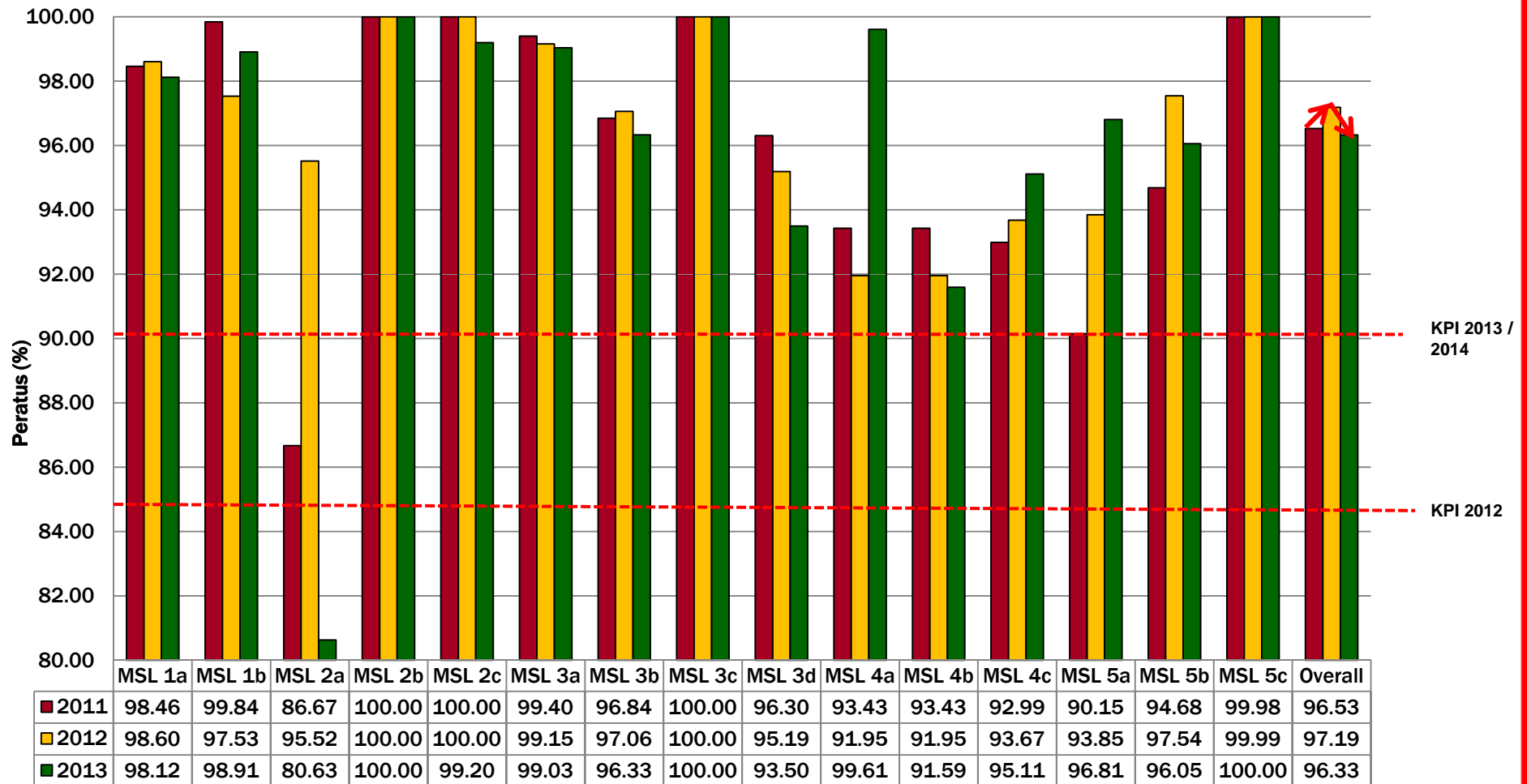


KPI 2012 : Overall Compliance = 85%

KPI 2013 : GSL 3,4 & 5 compliance = 92%

KPI 2014 : GSL 3,4 & 5 compliance = 92%

PENCAPAIAN MSL DARI FY 2009/2010 HINGGA 2013



KPI 2012 : Overall Compliance = 85%

KPI 2013 : Overall Compliance = 90%

KPI 2013 : Overall Compliance = 90%

REBET YANG TELAH DI BAYAR

	2012				2013			
	Jumlah Permohonan	Jumlah Permohonan Ditolak	Jumlah Permohonan Diluluskan	Rebat Diluluskan (RM)	Jumlah Permohonan	Jumlah Permohonan Ditolak	Jumlah Permohonan Diluluskan	Rebat Diluluskan (RM)
GSL 1	0	0	0	0	0	0	0	0
GSL 2	0	0	0	0	0	0	0	0
GSL 3	9	1	8	400	0	0	0	0
GSL 4	2	0	2	100	1	0	1	50
GSL 5	0	0	0	0	1	0	1	100
Overall	11	1	10	500	2	0	2	150

Nota : Permohonan di tolak adalah kerana tuntutan dibuat melebihi tempoh 2 bulan dari tarikh ketidakpatuhan.

KESIMPULAN

- **GSL dan MSL diwujudkan bagi menjaga kepentingan pengguna dan meningkatkan prestasi TNB.**
- **Sekiranya ketidakpatuhan berlaku, segera ke Pusat Khidmat Pelanggan TNB yang terdekat untuk membuat tuntutan. Tuntutan hanya dibenarkan dalam tempoh 2 bulan selepas tarikh ketidakpatuhan berlaku.**
- **Standard prestasi perkhidmatan bekalan elektrik boleh di dapati di dalam laman web ST (www.st.gov.my).**

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Energy Commission, Putrajaya.*



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