

PERFORMANCE STANDARD OF
ELECTRICITY
SUPPLY SERVICES
OF TNB



FIRST PUBLISHED (2021)

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"Source: Energy Commission".

Published by:

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ST Publication No.: ST(P)05/03/2022 (R01)

PRINTED IN MALAYSIA

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1.0 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 Commission for the purpose of ensuring the quality of the delivery of services of TNB, whereby failure to comply on the part of TNB will result in penalty in the form of rebate to consumers.

Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified 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, Putrajaya, Petaling Jaya, Shah Alam, Pulau Pinang (Island) and Johor Bahru. Other areas 	4 per year	<u>Domestic consumer</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher.
		5 per year	<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.

Obligations of Licensee

- i. Interruptions referred to in GSL1 are those interruptions sustained for more than 4 hours which are not due to force majeure or natural disaster or weather-related incidents.
- ii. A rebate for GSL1 is to be calculated based on the average monthly bill for 6 months in the preceding calendar year.
- iii. 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 when the number of interruptions exceed the threshold for that particular year.

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Penalty in the form of rebate
<p>Availability of Supply</p> <p>- Restoration time</p>	<p><u>GUARANTEED SERVICE LEVEL : GSL2</u></p>		
	<p>Time taken to restore electricity supply following outage caused by fault on low voltage.</p>	<p>3 hours</p>	<p>Domestic Consumer 1% of monthly bill amount or minimum RM10.00, whichever is higher.</p>
	<p>Time taken to restore electricity supply following fault on distribution supply network for:</p> <ul style="list-style-type: none"> • Medium voltage breakdown (33, 22 and 11kV) cable system with feedback 	<p>4 hours</p>	<p>Commercial Consumer 1% of monthly bill amount, up to a maximum of RM300.</p>
	<ul style="list-style-type: none"> • Medium voltage breakdown without alternative feedback (cable, overhead and substation) <p>Time taken to restore electricity supply following fault on grid or transmission system causing:</p> <ul style="list-style-type: none"> • Partial Blackout • Total blackout 	<p>12 hours</p> <p>8 hours 18 hours</p>	<p>Industrial Consumer 0.5% of monthly bill amount, up to a maximum of RM1000.</p> <p>(Monthly bill of the particular month when non-compliance occurs)</p> <p>For fault involving the grid or transmission system, the decision to impose penalty is dependent on the outcome of investigation by the Commission.</p>

Notes:

Fault at any distribution voltage level is as defined in the Distribution Code for Peninsular Malaysia, Sabah dan WP Labuan.

Obligations of Licensee

- i. Interruptions referred to in GSL 2 are those interruptions which are not due to force majeure or natural disaster or weather-related incidents.
- ii. In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate within the next 2 months after the incident.**
- iii. A rebate for GSL2 is to be calculated based on the monthly bill when the incident occurs.

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Penalty 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>	<p>5 working days (overhead line)</p> <p>14 working days (underground cable)</p>	<p>RM50</p> <p>Applies only to individual low voltage domestic applications that requires no more than 3 poles (for overhead line) OR no more than 100m (for underground cable) nearest to the premises.</p>
	<p><u>GUARANTEED SERVICE LEVEL: GSL4</u> Time taken to connect new electricity supply for an individual domestic low voltage consumer after the deposit is paid (date of connection is to be mutually agreed upon between consumer and TNB and there is access)</p> <p>For meter installation only.</p> <p>Counting of the number of days will start a day after receiving the deposit.</p>	<p>3 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.

Service Dimension	Service Indicator	Performance Level	Penalty 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

Obligations of Licensee

In the case of non-compliance to GSL5, the affected consumers **may claim for a rebate within the next 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 TNB needs to adhere to in delivering its services to consumers. It serves as a measurement of the efficiency of the delivery services of TNB in carrying out its statutory duty to supply electricity under the Act.

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 22kV ii) For supply of 33kV	30 days 60 days
	3b. Time taken to implement electrification scheme requiring new substations after connection charges paid, way leave obtained and successful taking over of substation building by TNB: i) For supply up to 22kV ii) For supply of 33kV with cable installation not more than 5km. a) For KL, Putrajaya area b) For other areas	60 days 180days 120 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 1 hour before the appointment time)	1 hour

Service Dimension	Service Indicator	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry or complaint. 4b. Queuing time at customer service counter. 4c. Time taken by customer service officer at CMC 15454 to pick up ringing telephone.	5 working days 15 minutes 90% calls answered within 30 seconds.
Metering Services	5a. Time taken to attend and respond to metering problem or dispute upon official notification/ request by the consumer (appointment, visit, testing, replace, relocate, etc). 5b. Time interval between successive rendering of bill(s).	5 working days 1 month

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