



AKTA BEKALAN ELEKTRIK 1990
[AKTA 447]

ARAHAN SURUHANJAYA TENAGA BILANGAN 10 TAHUN 2025

Arahan/ST/No.10/2025

PADA menjalankan kuasa yang diberikan oleh seksyen 9C Akta Bekalan Elektrik 1990 [Akta 447], Suruhanjaya Tenaga (“Suruhanjaya”) mengeluarkan arahan yang berikut:

1. Nama dan permulaan kuat kuasa

- 1.1. Arahan ini bolehlah dinamakan Arahan Standard Prestasi Perkhidmatan Bekalan Elektrik TNB (Tahap Prestasi Perkhidmatan Bekalan Terjamin dan Tahap Prestasi Perkhidmatan Bekalan Minimum).
- 1.2. Arahan ini mula berkuat kuasa pada tarikh Arahan ini didaftarkan.

2. Pemakaian

Arahan ini hendaklah terpakai kepada Tenaga Nasional Berhad (“TNB”) selaku pemegang lesen.

3. Penguatkuasaan

- 3.1. Tujuan Arahan ini dikeluarkan adalah bagi menetapkan tahap prestasi yang hendaklah dipatuhi oleh TNB berhubung dengan kewajipan TNB untuk membekalkan elektrik kepada pengguna di Semenanjung Malaysia.

- 3.2. Mulai tarikh Arahan ini berkuat kuasa, TNB hendaklah mematuhi "*Performance Standard of Electricity Supply Services of TNB*" sebagaimana yang dinyatakan dalam Lampiran 1 ("Standard"). Tujuan Standard ini adalah untuk:
- (a) menetapkan tahap prestasi terjamin ("GSL") bagi memastikan kualiti perkhidmatan bekalan elektrik oleh TNB. Sekiranya TNB gagal mematuhi, pampasan dalam bentuk rebat akan diberi kepada pengguna; dan
 - (b) menetapkan prestasi perkhidmatan bekalan minimum ("MSL") secara keseluruhan kepada TNB.

4. Pindaan atau Kajian Semula Standard

Suruhanjaya boleh meminda atau mengkaji semula Standard tersebut pada bila-bila masa yang difikirkannya perlu.

5. Tuntutan dan Pembayaran Rebate

- 5.1. Rebate dalam hal pelanggaran kepada GSL ("Rebate GSL") akan diberikan berdasarkan tuntutan yang diterima daripada pengguna. Apabila berlakunya insiden yang menyebabkan pelanggaran kepada GSL dan insiden tersebut direkodkan dalam sistem TNB, pihak TNB hendaklah menguruskan proses pembayaran Rebate GSL kepada pengguna yang layak setelah menerima permohonan daripada pengguna, sesuai dengan terma GSL sedia ada dan Rebate GSL tersebut hendaklah dimasukkan ke dalam akaun elektrik pengguna dalam bil seterusnya.
- 5.2. Dalam hal keadaan apabila pengguna membuat tuntutan berserta bukti berhubung dengan suatu insiden pelanggaran yang tidak direkodkan oleh TNB, TNB hendaklah menyemak semula sistem secara keseluruhan bagi mengesahkan kejadian insiden tersebut dengan mengambil kira bukti yang dikemukakan oleh pengguna berkenaan insiden itu. Sekiranya semakan lanjut ke atas sistem mendapati bahawa insiden pelanggaran tersebut telah berlaku, TNB hendaklah

memberikan Rebat GSL dalam masa dua bulan daripada tarikh penerimaan tuntutan rebat tersebut.

- 5.3. Rebat GSL hendaklah diberikan oleh TNB untuk setiap akaun elektrik bagi setiap insiden yang menyebabkan pelanggaran kepada GSL.
- 5.4. Bagi apa-apa kejadian besar yang berlaku (*major incidents*) seperti gangguan bekalan elektrik yang melibatkan Pencawang Masuk Utama (PMU) atau Pencawang Pengagihan Utama (PPU) pihak TNB dikehendaki mengenalpasti pengguna yang terlibat dan layak menerima Rebat GSL. Seterusnya pihak TNB dikehendaki menguruskan proses pembayaran rebat kepada pengguna yang layak tanpa perlu menerima permohonan daripada pengguna sesuai dengan terma GSL sedia ada.
- 5.5. TNB hendaklah memperkenalkan mekanisme permohonan Rebat GSL secara atas talian untuk semua GSL dan memaparkan status permohonan Rebat GSL tersebut.

6. Pelaporan dan Pemantauan

- 6.1. TNB dikehendaki memantau prestasi dan kepatuhannya kepada GSL dan MSL sebagaimana yang dinyatakan dalam Standard.
- 6.2. Dalam tempoh tiga bulan setelah berakhirnya setiap tahun kalendar, TNB dikehendaki untuk menyerahkan laporan yang mengandungi hal perkara berhubung dengan pematuhan dan pelanggaran kepada GSL dan MSL untuk tahun kalendar berkaitan kepada Suruhanjaya. Laporan tersebut antara lainnya hendaklah mengandungi perkara yang berikut:
 - (a) jumlah Rebat GSL yang diberikan mengikut kategori dan jumlah rebat tersebut;
 - (b) jumlah tuntutan Rebat GSL mengikut kategori;
 - (c) jumlah tuntutan Rebat GSL yang ditolak oleh TNB mengikut kategori berserta sebab penolakan;

- (d) hal perkara lain yang dikehendaki untuk dimaklumkan kepada Suruhanjaya;
- (e) perincian gangguan yang dikecualikan dalam menentukan prestasi terhadap standard yang ditetapkan;
- (f) penerangan mengenai apa-apa kejadian besar yang berlaku (*major incidents*);
- (g) justifikasi bagi apa - apa pelanggaran kepada tahap prestasi yang ditetapkan dalam Standard; dan;
- (h) cadangan atau inisiatif bagi mempertingkatkan prestasi.

7. Pindaan

Suruhanjaya boleh pada bila-bila masa mengubah, meminda dan membatalkan Arahan ini.

8. Pembatalan

Arahan Suruhanjaya Tenaga Bilangan 5 Tahun 2020 dengan nombor pendaftaran Arahan/ST/No.5/2020 adalah dibatalkan.

Tarikh Pendaftaran: 24.3.2025



Ketua Pegawai Eksekutif
Suruhanjaya Tenaga

LAMPIRAN 1

PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF TNB

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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. TNB’s breach of the standards shall result in a payment of compensation in the form of rebate to consumers.

Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of Supply - Frequency of interruption	<p><u>GUARANTEED SERVICE LEVEL: GSL1</u></p> <p>Number of unplanned interruptions experienced by a consumer within the administration of:</p> <ol style="list-style-type: none"> City of Kuala Lumpur, Putrajaya, Petaling Jaya, Shah Alam, Subang Jaya, Pulau Pinang (Island), Seberang Perai, Johor Bahru, Iskandar Puteri, Pasir Gudang, Alor Setar, Ipoh, Kuala Terengganu, Kuantan, Bandar Melaka, Seremban. Other areas. 	<p>4 per year</p> <p>5 per year</p>	<p><u>Domestic consumer</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial consumer</u> 1% of average monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial consumer</u> 0.5% of average monthly bill amount, up to a maximum of RM1000.</p>
<p><u>Obligations of Licensee</u></p> <ol style="list-style-type: none"> Interruptions referred to in GSL1 are those interruptions sustained for more than 3 hours or 4 hours which are not due to force majeure or natural disaster or weather- related incidents. A rebate for GSL1 is to be calculated based on the average monthly bill for 6 months in the preceding calendar year. In the case of any breach 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)	Compensation in the form of rebate
Availability of Supply - Restoration time	<p><u>GUARANTEED SERVICE LEVEL: GSL2</u></p> <p>1. Time taken to restore electricity supply following outage caused by fault on low voltage.</p> <p>2. Time taken to restore electricity supply following fault on distribution supply network for:</p> <p>(a) Medium voltage breakdown (33, 22 and 11kV)</p> <p>(i) City of Kuala Lumpur, Putrajaya, Petaling Jaya, Shah Alam, Subang Jaya, Pulau Pinang (Island), Seberang Perai, Johor Bahru, Iskandar Puteri, Pasir Gudang, Alor Setar, Ipoh, Kuala Terengganu, Kuantan, Bandar Melaka, Seremban.</p> <p>(ii) Other areas</p> <p>(b) Medium voltage breakdown without alternative feedback (cable, overhead and substation)</p> <p>3. Time taken to restore electricity supply following fault on grid or transmission system causing:</p> <p>(a) Partial Blackout</p> <p>(b) Total blackout</p>	<p>3 hours</p> <p>3 hours</p> <p>4 hours</p> <p>12 hours</p> <p>4 hours</p> <p>18 hours</p>	<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.</p> <p>(Monthly bill of the particular month when the breach occurs)</p> <p>For fault involving the grid or transmission system, the decision to impose compensation 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

1. Interruptions referred to in GSL 2 are those interruptions which are not due to force majeure or natural disaster or weather- related incidents.
2. In the case of any breach to GSL2, the affected consumers **may claim for a rebate** within the next 2 months after the incident.
3. A rebate for GSL 2 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)	Compensation in the form of rebate
Providing Supply	<p><u>GUARANTEED SERVICE LEVEL: GSL3</u></p> <p>1. 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 for:</p> <p>(a) No more than 3 poles (overhead line)</p> <p>(b) No more than 100m (for underground cable)</p> <p>2. Time taken to implement connection for individual street lighting with existing pole from Connection Charge is paid.</p> <p>3. Time taken to implement relocation of meter upon request by consumer from the date of payment.</p> <p>Notes: 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 (over-head line)</p> <p>14 working days (underground cable)</p> <p>7 working days</p> <p>5 working days</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>RM50</p> <p>RM50</p>

	<p><u>GUARANTEED SERVICE LEVEL:</u> <u>GSL4</u></p> <p>1. Time taken to connect new electricity supply for individual domestic low voltage consumer after 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>2. Time taken to reconnect electricity supply due to overdue payment disconnection for individual domestic low voltage consumer after full payment is paid.</p>	3 working days	RM50
		2 working days	RM50
<p><u>Obligations of Licensee</u></p> <p>In the case of any breach to GSL3 or GSL4, the affected consumers may claim for a rebate within the next 2 months after connection of supply.</p>			
Service Dimension	Service Indicator	Performance Level	Compensation in the form of rebate
Customer Contact	<p><u>GUARANTEED SERVICE LEVEL:</u> <u>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 any breach to GSL5, the affected consumers may claim for a rebate within the next 2 months after such breach is established.</p>			

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
	1c. Time taken to provide initial information to Consumer who request temporary shutdown.	5 working days
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	30 days
	(ii) For supply of 33kV	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	60 days
	(ii) For supply of 33kV with cable installation not more than 5km.	
(a) For KL, Putrajaya area	180 days	
(b) For other areas	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, etc). 5b. Time interval between successive rendering of bill(s).	5 working days 1 month