



PEKELILING JKPPE
BIL. 01/2012

MENGENAI PELAKSANAAN STANDARD
PRESTASI PERKHIDMATAN TNB –
GUARANTEED SERVICE LEVEL DAN
MINIMUM SERVICE LEVEL

NO. RUJUKAN:
ST/IP/PK/JKPPE/
Pk (D) 01/2012

Semua Pengarah Jabatan
Semua Ketua Kawasan


TUJUAN

Pekeliling ini bertujuan untuk memaklumkan kepada semua Pengarah dan Ketua Kawasan mengenai penguatkuasaan Standard Prestasi Perkhidmatan Tenaga Nasional Berhad yang baru berdasarkan keperluan syarat 33 lesen yang diberikan kepada Tenaga Nasional Berhad (TNB), yang meliputi:

- Standard-standard terjamin yang dikenali sebagai *Guaranteed Service Level* (GSL) di mana kegagalan mematuhi akan menyebabkan TNB dikehendaki membayar penalti dalam bentuk rebet kepada pengguna; dan
- Standard-standard minimum yang dikenali sebagai *Minimum Service Level* (MSL) yang perlu dicapai oleh TNB dalam memberi perkhidmatan kepada pengguna-penggunanya.

LATAR BELAKANG

2. Di dalam lesen yang telah diberikan kepada Tenaga Nasional Berhad (TNB), syarat 33 menetapkan keperluan TNB mematuhi *Standard of Performance of Supply Services*.

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3. Sejak dari tahun 1990, standard prestasi perkhidmatan pengguna yang digunakan oleh TNB adalah berdasarkan ketetapan bersama. Bagi meningkatkan perkhidmatan pengguna TNB dengan mengambilkira perkembangan semasa, suatu *standard* perkhidmatan yang baru telah digubal yang dinamakan Standard Prestasi Perkhidmatan Bekalan Elektrik TNB.

4. Standard Prestasi Perkhidmatan Bekalan Elektrik TNB dikategorikan kepada dua (2) iaitu :


a) *Guaranteed Service Levels (GSL)*

- tahap prestasi terjamin yang ditetapkan oleh Suruhanjaya Tenaga bagi memastikan kualiti perkhidmatan bekalan elektrik oleh TNB, yang mana sekiranya TNB gagal mematuhi, penalti dalam bentuk rebet akan diberi kepada pengguna.

b) *Minimum Service Levels (MSL)*


- tahap prestasi minimum yang ditetapkan bagi mengukur kecekapan TNB dalam memberikan perkhidmatan kepada pengguna.

5. Standard prestasi perkhidmatan bekalan elektrik telah diluluskan oleh Y.B Menteri Tenaga, Teknologi Hijau dan Air pada 6 Mei 2011. Standard Prestasi Perkhidmatan TNB ini akan mula dikuatkuasakan pada 1 Januari 2012 bagi GSL 3, 4 dan 5, manakala GSL 1 dan 2 akan dikuatkuasakan apabila *Corporate Geospatial Information System (CGIS)* siap sepenuhnya.

 <p>Suruhanjaya Tenaga</p>	<p style="text-align: center;">PEKELILING JKPPE BIL. 01/2012</p> <p style="text-align: center;">MENGENAI PELAKSANAAN STANDARD PRESTASI PERKHIDMATAN TNB – GUARANTEED SERVICE LEVEL DAN MINIMUM SERVICE LEVEL</p>	<p>NO. RUJUKAN:</p> <p>ST/IP/PK/JKPPE/ Pk (D) 01/2012</p>
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PELAKSANAAN

6. Penguatkuasaan penalti bagi GSL 1 dan GSL 2 akan dimulakan setelah sistem *Corporate Geospatial Information System (CGIS)* yang sedang dibangunkan oleh TNB siap pada tahun 2015 bagi Lembah Klang dan pada tahun 2020 untuk Semenanjung Malaysia. CGIS adalah pangkalan data *Medium Voltage (MV)* dan *Low Voltage (LV)* lengkap yang dapat menyediakan maklumat bagi memudahkan TNB untuk menyiasat maklumat pengguna terlibat, tempoh masa dan kekerapan gangguan bekalan elektrik setiap pengguna.
7. Penguatkuasaan penalti GSL ini akan dimulakan dengan GSL 3, GSL 4 dan GSL 5 pada 1 Januari 2012, di mana ianya tidak memerlukan apa-apa perubahan besar atau tambahan kepada sistem sedia ada.
8. Penalti bagi GSL adalah berdasarkan tuntutan oleh pengguna (*claimable basis*) dan akan dibayar dalam bentuk rebet yang akan dimasukkan ke dalam bil elektrik pengguna. Aliran proses tuntutan dan pembayaran penalti GSL adalah seperti di **Lampiran B**.
9. Standard Prestasi Perkhidmatan Bekalan Elektrik TNB adalah seperti di **Lampiran A**, atau boleh dirujuk terus pada laman sesawang Suruhanjaya Tenaga, [www@st.gov.my](http://www.st.gov.my).

 <p>Suruhanjaya Tenaga</p>	<p align="center">PEKELILING JKPPE BIL. 01/2012</p> <p align="center">MENGENAI PELAKSANAAN STANDARD PRESTASI PERKHIDMATAN TNB – GUARANTEED SERVICE LEVEL DAN MINIMUM SERVICE LEVEL</p>	<p>NO. RUJUKAN:</p> <p>ST/IP/PK/JKPPE/ Pk (D) 01/2012</p>
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RASIONAL PELAKSANAAN

10. Penguatkuasaan Standard Prestasi Perkhidmatan Bekalan Elektrik TNB ini diharap akan dapat meningkatkan perkhidmatan TNB dan menjamin kepentingan pengguna di samping meningkatkan prestasi perkhidmatan pembekalan elektrik di Semenanjung.

11. Suruhanjaya Tenaga akan sentiasa memantau prestasi TNB berdasarkan Standard Prestasi Perkhidmatan Bekalan Elektrik TNB ini dan standard ini akan diulangkaji setiap dua (2) tahun atau apabila perlu.

TARIKH KUATKUASA

12. Pekeliling ini berkuatkuasa mulai dari 1 Januari 2012.

Sekian, terima kasih.



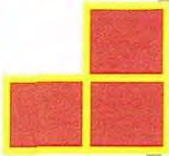
(DATUK Ir. AHMAD FAUZI BIN HASAN)

Ketua Pegawai Eksekutif

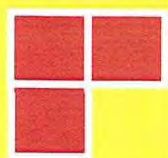
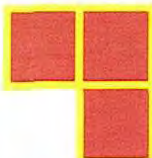
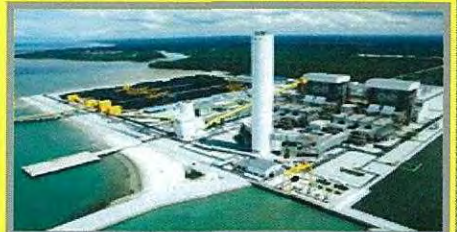
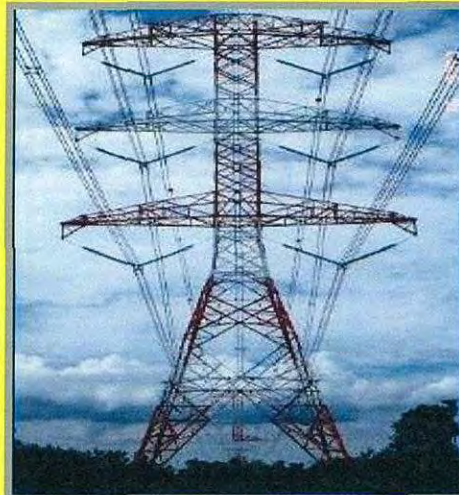
b.p. Suruhanjaya Tenaga

Tarikh: 26 April 2012.

LAMPIRAN A



PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF TNB



PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF TNB

1.0 GENERAL

1.1 Purpose

The purpose of this document is for the Energy Commission (Commission) to set the performance levels expected of TNB in relation to its licence obligations to supply electricity to consumers in Peninsular Malaysia. The Performance Standard of Electricity Supply Services of TNB (herein after known as "the Standard"):

- (a) sets the guaranteed service levels (GSLs) which requires TNB to compensate consumers in the form of rebates in electricity bills when those services fall below the performance levels;
- (b) sets the overall minimum supply services performance standard for TNB.

1.2 Authority

This Standard is issued by the Commission pursuant to the functions under Section 4(b) of the Electricity Supply Act 1990, which stipulates:

"To exercise regulatory functions in respect of the service of providing electricity by the licensee including the determination of performance standard and standard of facilities and services and the enforcement thereof."

1.3 Date of coming into effect

The implementation of GSLs and its associated penalties shall be agreed upon between TNB and the Commission. The Commission shall issue a notification to TNB on the enforcement date of this Standard.

1.4 Application

TNB as the transmitter, distributor and supplier of electricity in Peninsular Malaysia shall comply with this Standard as required under Condition 33 of its Licence or any condition as amended from time to time.

1.5 Amendment or Review of Standard

The Commission may amend or review this Standard every two years. Nevertheless, if the Commission is satisfied on reasonable grounds that an amendment is either material, urgently required or of public interest, the Commission may on its own initiative or in response to a proposal by TNB or other relevant authority or any interested party, amend or review the Standard as and when necessary.

2.0 ELECTRICITY SUPPLY SERVICE PERFORMANCE STANDARD

2.1 Guaranteed Service Levels

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	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 and Putrajaya• Other 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.

- 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.

Service Dimension	Service Indicator	Performance Level	Penalty in the form of rebate
Providing Supply	<p><u>GUARANTEED SERVICE LEVEL : GSL3</u> 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 wayleave 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> 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>Counting of the number of days will start a day after receiving the deposit.</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.

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>	<p>No wrongful disconnection</p>	<p>RM100</p>

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.

2.2 Minimum Service Levels

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	Minimum duration of notice for planned/scheduled interruption of electricity supply.	2 days
	Upon request, time taken to provide initial information to Consumer who report on electricity interruption.	1 hour
Quality of Supply	Time taken to rectify voltage complaint or limit violation	2 days
	Time taken to correct voltage complaint which requires network reinforcement	6 months
	Time taken to complete investigation of over-voltage and voltage dip complaints from complaint receipt date.	30 working days
Providing Supply	Time taken to process electricity supply application and to reply to applicant	14 days
	Time taken to implement electrification scheme requiring new substations after handing over of substation building (up to 33kV) to TNB	4 months
	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
	Time taken to inform the developer of the connection charges to be paid upon receipt of complete application.	2 months
Customer Contact	Time taken to reply to written enquiry or complaint	7 working days
	Average queuing time at customer service counter	20 minutes
	Time taken by customer service officer at CMC 15454 to pick up ringing telephone	All calls will be attended within 24 hours
Metering Services	Time taken to attend to meter problem upon official notification/ request by the consumer (appointment, visit, testing, etc).	2 working days

Service Dimension	Service Indicator	Performance Level
	Time taken to respond to metering problem or dispute upon official notification / request by consumer (replace, relocate, etc).	3 working days
	Time interval between successive rendering of bill(s)	1 month

3.0 PROCEDURES FOR CLAIMING REBATE

- i) The penalty in the form of rebate for non-compliance to GSL is to be given on claimable basis. Rebates will be deposited into consumer's electricity account.
- ii) In the case where TNB fails to capture the event giving rise to non-compliance to the GSL and the consumer has reasonable proof and makes a justifiable claim, TNB must give the GSL rebate within 2 months from the receipt of the claim.
- iii) Any claim for GSL1 must be made within the next 2 months after the end of the year where non-compliance occurs. After the period, the consumer will not be eligible to make a claim for GSL1 rebate in relation to such non-compliance. Apart from the calendar year when non-compliance occur giving rise to such claim, the consumer will not be eligible to make a retrospective claim for GSL1 rebate in the current calendar year for events in the other previous calendar years.
- iv) Except for GSL1, any claim for GSL rebate must be made within the current calendar year of the event giving rise to the claim or within the next 2 months after the event. After such period, the consumer will not be eligible to make any retrospective claim for GSL rebate in the current calendar year for events in the previous calendar years.
- v) TNB is required only to give one GSL rebate per electricity account for each event giving rise to a GSL rebate regardless of the number of premises listed on the account affected by the event.

4.0 EFFECT OF A GSL REBATE

- i) A customer's receipt of a GSL rebate does not in any way alter or diminish any rights which it may have against any person under the Electricity Supply Act 1990 or other applicable legislation or contract.
- ii) The GSL rebate given by TNB does not in any way alter or diminish the rights of the Commission under the Electricity Supply Act 1990 to commence legal proceeding against any person for negligence or breach of statutory duties.
- iii) The GSL rebate given by TNB is not an admission of legal liability on the part of TNB.

5.0 REPORTING AND MONITORING

TNB shall monitor its performance and compliance to the guaranteed service levels and the minimum service levels set in Schedule 1 and 2, respectively.

At the end of its calendar year, within three months, TNB shall submit a report to the Commission detailing its performance against the standard set for that particular calendar year, which among others shall include:

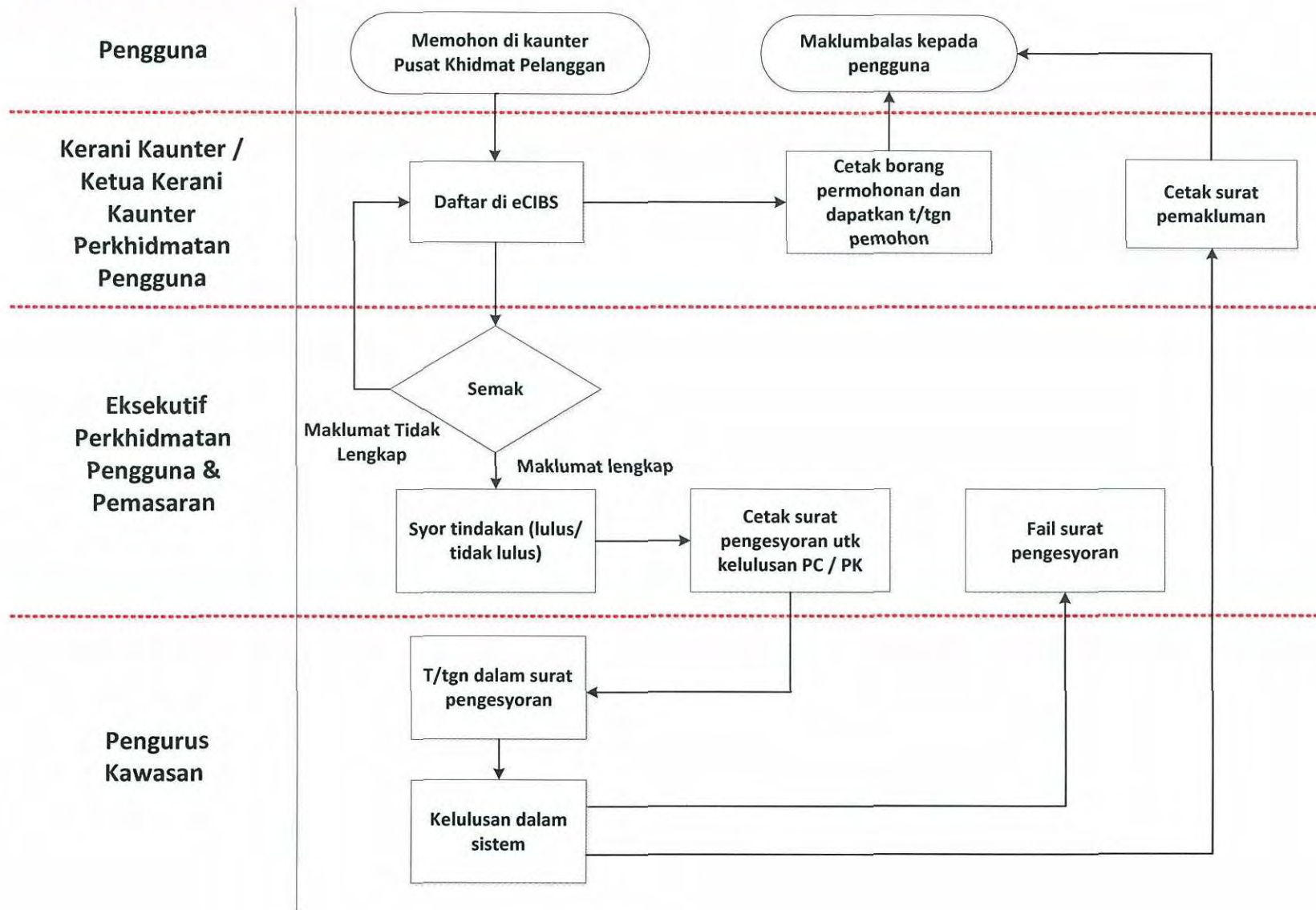
- i) it's compliance to the guaranteed service levels, such as:
 - the number of GSL rebates given by category and the amount of such rebates;
 - the number of GSL rebate claims by category;
 - the number of rejected GSL rebate claims by category and reasons for rejection;
 - other matters reasonably notified by the Commission.
- ii) details of interruptions excluded in determining the performance against the standards set;
- iii) descriptions of any major incidents;
- iv) reasons for exceeding (where applicable) those levels set in the standard and proposal to improve performance;

Notwithstanding the above, TNB may be required from time to time to provide any other monthly or quarterly reports reasonably required by the Commission in respect of the performance against service standards.

**ENERGY COMMISSION,
6 May 2011.**

ALIRAN PROSES TUNTUTAN DAN PEMBAYARAN REBAT GSL

Pejabat Pengurus Kawasan



Pejabat Pengurus Cawangan

