



A GUIDE TO myTNB PORTAL CHANGE OF TARIFF Individual

WELCOME!

Want to change your electricity tariff from commercial to residential rates, or vice versa?

You can easily do that by applying for a Change of Tariff!

- This User Guide is aimed to help you go through the Change of Tariff module on myTNB Portal!
- Just follow the steps on each page to guide you as you go through the application process.
- If you still face issues, please email your queries to tnbcareline@tnb.com.my or call 1300-88-5454 for assistance. Good luck!



PART 1

WHEN SHOULD I APPLY FOR A CHANGE OF TARIFF?

WHEN SHOULD I APPLY FOR A CHANGE OF TARIFF?



RESIDENTIAL TO COMMERCIAL

If the usage of your property has **changed from residential to commercial**, for example, such as your property is now being used as a place of carrying business, you can request to change the tariff from Residential to Commercial to enjoy more beneficial electricity tariff rates.



COMMERCIAL TO RESIDENTIAL

If the usage of your property has **changed from residential to commercial**, for example, you may own a SOHO property and are using it as a residence, you can request to change the tariff from Commercial to Residential to enjoy more beneficial electricity tariff rates.

PART 2

APPLYING FOR CHANGE OF TARIFF

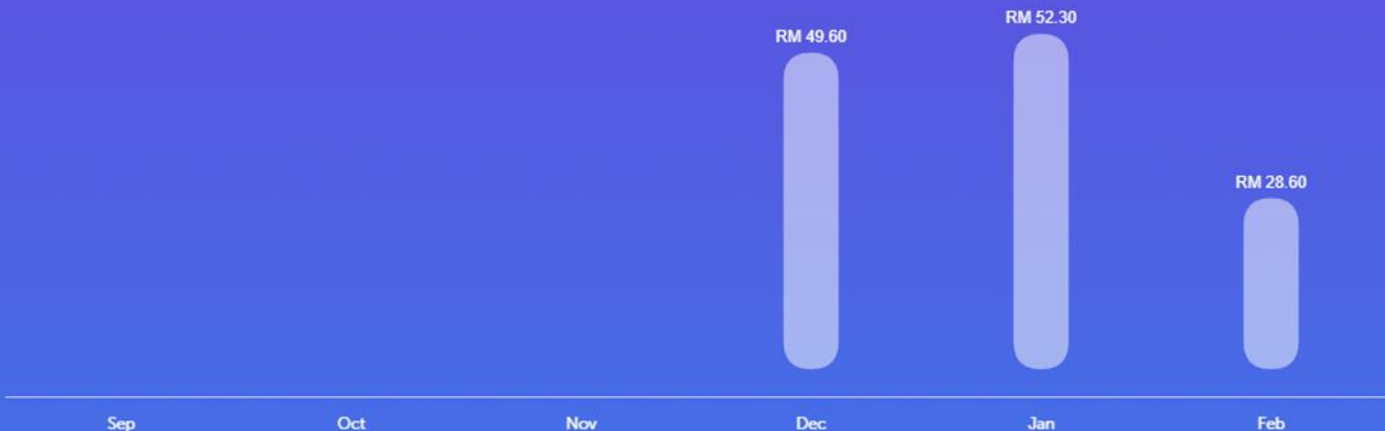
Good morning, personal.tnb 123!

Your last successful login was 26-Jun-2019 11:53:31 PM

Usage (RM)

Your Usage History

Sep 2018 - Feb 2019



Submission for your meter reading is not yet open. Please check back for your next submission date.

Submit Meter Reading

Billing Summary

Bill Date 09-Feb-2019
Current Charges RM 28.55
Outstanding Charges RM 0.00

Total Payable

RM -71.00

Due Date: -

View Bill

Pay Bill

Manage Account(s)

92 Accounts

FAUZIAH BINTI ABD RAHMAN



210009549606

8,NO,JALAN JATI BUKIT P11F/11,PRECINCT
11,62300 PUTRAJAYA,WP P'jaya & C'jaya

Account Status: Active

View Account Details

Payment History

LAST PAYMENT AMOUNT

RM 10.00

LAST PAYMENT DATE

14-Jun-2019

View More

Hello, how can we help you today?

Looking to get electricity, close, or modify your connection? Let us know and we'll get you started.



I want to start my electricity

Start a new electricity connection or change the name on an electricity bill.



I want to stop my electricity

Close your current electricity account.

2



I want to do something else

Find out about other services or explore green energy solutions.



I want to check my applications

Check the status of your applications or continue a draft application.

How can we help?

Let us know and we'll get you started.

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I want to find out more about other services

I want to learn more about available services for my electricity account.



I'd like to discover my Green Energy options.

Find out about Green Tariff and Renewable Energy.

Which account would you like to manage?

Let us know which electricity account you want to manage and we'll recommend specific solutions for you.

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ACCOUNT NUMBER *

My House - 212106431003



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Back

Next

Which account would you like to manage?

Let us know which electricity account you want to manage and we'll recommend specific solutions for you.

ACCOUNT NUMBER *

FAUZIAH BINTI ABD RAHMAN - 210009549606



Self Meter Reading

Take your own meter reading for more accurate bill reading.



Upgrade / Downgrade Electricity

Increase electricity supply to meet your energy needs and improve your connection stability.

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Change My Tariff

Apply for tariff change for your property.



Guaranteed Service Level (GSL) Rebate

Claim rebate if you have faced any problems against our guaranteed service level.

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Change My Tariff

Apply for a tariff change if there is any activity changes at your property.

ACCOUNT NUMBER
210009549606

PROPERTY ADDRESS
8,NO,JALAN JATI BUKIT P11F/11,PRECINCT
11,PUTRAJAYA,62300 WP P'jaya & C'jaya

I'M APPLYING AS
Individual

Before you start...

Please make sure you have the following before applying:

☒ Identification / Passport

Cancel

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Start Application

Change My Tariff

Please complete your application to change the tariff rates for your property.

ACCOUNT NUMBER
210009549606

PROPERTY ADDRESS
8,NO,JALAN JATI BUKIT P11F/11,PRECINCT
11,PUTRAJAYA,62300 WP P'jaya & C'jaya

I'M APPLYING AS
Individual

1

Your Contact
Details

2

Payment
History

3

Other
Information

4

Documents &
Acknowledgement

Your Contact Details

Please make sure your personal information is
correct and up-to-date

NAME
FAUZIAH BINTI ABD RAHMAN

IDENTIFICATION NUMBER
701112106398

Please contact [TNB Careline](#) if your name and
ID number displayed above is incorrect.

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EMAIL ADDRESS *
rashidah@gmail.com

MOBILE NUMBER *
0188282929

Change My Tariff
Please complete your application to change the tariff rates for your property.

ACCOUNT NUMBER
210009549606
PROPERTY ADDRESS
8,NO,JALAN JATI BUKIT P11F/11,PRECINCT
11,PUTRAJAYA,62300 WP P'jaya & C'jaya
I'M APPLYING AS
Individual

1 Your Contact Details 2 Payment History 3 Other Information 4 Documents & Acknowledgement

Your Contact Details
Please make sure your personal information is accurate and up-to-date.

NAME
FAUZIAH BINTI ABD RAHMAN
IDENTIFICATION NUMBER
701112106398
Please contact [TNB Careline](#) if your name and ID number displayed above is incorrect.

EMAIL ADDRESS *
rashidah@gmail.com
MOBILE NUMBER *
0188282929

Mailing Address
Is your mailing address the same as your installation address?
☐ Yes ☐ No

Additional Contact
Please provide us with an alternate contact information in case we could not reach you.

Name
Name (Optional)
Contact Number
Email Address

(* Mandatory fields)

Mailing Address

Is your mailing address the same as your installation address?

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Yes

No

Provide a new contact or select from one of your previously save contacts.

[Add New Contact](#)

Select From List

CONTACT PERSON
Select

Additional Contact

Kindly provide us with an alternate contact information in case we could not reach you.

Provide a new contact or select from one of your previously save contacts.

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[Add New Contact](#)

Select From List

11

Name

Name (Optional)

Contact Number

Email Address

12

Cancel

Save and Proceed

Change My Tariff

Please complete your application to change the tariff rules for your property

ACCOUNT NUMBER
23000949006

PROPERTY ADDRESS
8 MILWAUKEE AVE BLUNT RD/ALPINE CINCT
BLUNT RD/ALPINE CINCT WY 81000 P.O. Box 199

PROPERTY TYPE
Single-Family Residential

1 Your Contact Details

2 Personal History

3 Other Information

4 Property & Assessment

Your Contact Details

Please make sure your personal information is accurate and up-to-date.

NAME
FALGOUTA DENT AND RABHARAN
FALGOUTA DENT AND RABHARAN
7031222308

Please contact T&E Customer if your name and ID number do not match what is returned.

EMAIL ADDRESS
rabhara@att.net
rabhara@gmail.com

PHONE NUMBER
6088262629

Mailing Address

Is your mailing address the same as your insurance address?

Yes No

Additional Contact

Kindly provide us with an alternate contact information in case we could not reach you.

Provide a non-contact or subject from one of your previous loss contacts.

Relationship ☒ Homeowner ☐ Other

Name

Name (Optional)

Contact Number

Email Address

* Mandatory Fields

Submit Get My Tariff



Your Contact
Details



Payment
History



Other
Information



Documents &
Acknowledgement

Payment & History

Total Outstanding Amount RM **61.65**

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Pay Now

Refresh

Last 6 Months Payment History

#	Account Number	Name	Amount (RM)	Status	Transaction Date & Time	Action
---	----------------	------	-------------	--------	-------------------------	--------

No records found.



You can still “Save and Proceed” if you choose NOT to pay your Outstanding Amount

0 - 0 of 0 < >

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Save and Proceed



Your Contact
Details



Payment
History



Other
Information



Documents &
Acknowledgement

Current Premise Details

VOLTAGE LEVEL

230 V

PREMISETYPE

Domestic

New Tariff Details

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PREMISES TYPE

Select



Select

Agriculture

Commercial

Domestic

Industrial

Mining

Back

Save and Proceed

New Tariff Details

PREMISES TYPE

Commercial

▼

PURPOSE OF PREMISE

Select

▼

Select

Institution of Learning

Places of Worship

Welfare Organizations

Others

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PURPOSE OF PREMISE

Institution of Learning

▼

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WHAT IS YOUR PREMISE ACTIVITY?

Government : Education

▼

WHAT IS YOUR PREMISE ACTIVITY?

Government : Education

▼

Select

Government : Education

Social Service : Educational

TIP:

- The **Purpose of Premise** is based on your Premises Type. Different “Premises Type” will result in different selection of “Purpose of Premise”
- The **Premise Activity** is based on your Purpose of Premise. Different “Purpose of Premise” will result in different selection of “Premise Activity”

New Tariff Details

PREMISES TYPE
Commercial



PURPOSE OF PREMISE
Institution of Learning



WHAT IS YOUR PREMISE ACTIVITY?
Government : Education



Eligible Tariff To Apply

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WHICH SCHEME DO YOU WANT TO APPLY?
Select



Select

Normal - Tarif B - Tarif Perdagangan Am Voltan Rendah Diskaun



Your Contact
Details



Payment
History



Other
Information



Documents &
Acknowledgement

Current Premise Details

VOLTAGE LEVEL
230 V

PREMISETYPE
Domestic

New Tariff Details

PREMISES TYPE
Commercial



PURPOSE OF PREMISE
Institution of Learning



WHAT IS YOUR PREMISE ACTIVITY?
Government : Education



Eligible Tariff To Apply

WHICH SCHEME DO YOU WANT TO APPLY?
Normal - Tarif B - Tarif Perdagangan Am Voltan Rendah Diskaun



TARIFF DESCRIPTION
A consumer occupying a private dwelling which is used for the purpose of carrying out any form of business or professional activities.

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Save and Proceed



Your Contact
Details



Payment
History



Other
Information



Documents &
Acknowledgement

Documents & Acknowledgement

Please provide the following required documentations.

STEP 1

Download Form

You may print the document for future reference. For this application, there is no need to upload the signed copy.

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Download Form

STEP 2

Upload Required Documents

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Identification/Passport *



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)

Proof of Welfare Institution *



Upload file

Maximum document size is 1MB. (.PDF, .JPG, .JPEG file type only)

(*) Mandatory file to be attached

Note: Your application will be unsuccessful if:

- List of required documents is incomplete
- Your documents cannot be read



- "Proof of Welfare Institution" is only required for Welfare institutions, government, private institutions of learning which are funded by government or places of worship
- For individual applications, only NRIC or passport is required

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☒ I have read and agreed to [TNB's Terms of Use](#), [Privacy Policy](#), [Anti-spam Policy](#) and [Personal Data Protection Policy](#).

☒ I hereby acknowledge that I have read and understood the [terms and conditions](#) as provided and I agree to all of the terms.

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Cancel

Save As Draft

Submit

Progress bar: 1 ✓ 2 ✓ 3 ✓ 4 (4)

Documents & Acknowledgement

Download

Application Submitted

Thank you for your application. You may track your application in your Dashboard using the reference number.

Application Reference Number: RW-000-000-0575

24 OK

Upload Successful
dev.mytnb.com.my_8...antDetails (1).jpg

Upload Successful
dev.mytnb.com.my_8...antDetails (1).jpg