

Customers will still benefit as GST exemption is pro-rated

NST 8/10

WE refer to the letter "Puzzled over TNB billing for July to September" by F.C. of Bangsar (NST, Oct 7).

TNB is aware of the billing issues affecting a number of our customers. If you have yet to receive your electricity bills for July, August and September, have queries on how to pay your bills or are concerned about making late payments, our MyTNB Bills microsite will provide the answers.

Customers like F.C., whose monthly electricity consumption is less than 300 kWh, will continue to be exempted from paying Goods & Services Tax (GST) in their electricity bills.

These customers, who have yet to receive their electricity bills due to our billing system upgrade, can rest assured that they will still benefit from the first 300 kWh exemption each month, as the GST exemption is pro-rated.

For July to September, where the total billing period is 92 days, the GST exemption is calculated as $92/30 \text{ days} \times 300 \text{ kWh}$, which is equivalent to 920 kWh.

In other words, they will be ex-



empted from the GST if their total consumption for the three months is less than 920 kWh.

For more information, customers are advised to contact our toll-free TNB Careline at 1-300-88-5454 or email us at billing@tnb.com.my or visit our website at <https://www.tnb.com.my/mytnb-bills>

Kamaliah Abdul Kadir,
Senior General Manager (Customer Service) Distribution Division TNB