

Tariff and Charges Scheme

Effective from 1st January, 2014

Introduction

This booklet sets out the charging policy of Malakoff Utilities Sdn. Bhd. in respect of the areas of supply for which it is licensed to supply electricity by the Director General of Electricity Supply under the Electricity Supply Act 1990 and the tariffs approved by the Director General of Electricity Supply with effect from the date of this booklet until further notice.

This booklet should be read together with the electricity supply contract entered or to be entered into between Malakoff Utilities Sdn. Bhd. and the Consumer. This term hereof are subjected to change from time to time as approved by the Director General of Electricity Supply and/or other relevant authorities.

Definition

“MUSB” means Malakoff Utilities Sdn. Bhd.;

“Contract” means the electricity supply contract entered or to be entered into between MUSB and the Consumer in respect of the Premises;

“Consumer” means person(s) (which term includes one or more individuals, companies, bodies, corporate and groups comprising two or more of the foregoing) supplied or about to be supplied with electricity and/or any other service by MUSB;

“Connection Fee” or “Connection Charge” A connection charge is the upfront payment made by customers who require a new electricity supply infrastructure and/or an upgrade of an existing infrastructure to cater for additional power supply.

“Premises” means any property or part thereof, including moveable property such as a caravan, mobile home or other structure on land, to be supplied with electricity;

“Installation” means all electrical cables, switches, fittings, wires, fuses and accessories owned by MUSB up to and including the electricity meter pertaining to the Premises;

“Maximum Demand” means the highest power consumption (in kW) in any given time.

“Low Voltage” means voltage below 1kV;

“Medium Voltage” means voltage from 6.6kV to 33kV;

“Tariff A” means the tariff chargeable in respect of residential Premises where no business is operated;

“Tariff B” means the tariff chargeable in respect of commercial Premises where a business is operated only using Low Voltage;

“Tariff C1” means the tariff chargeable in respect of commercial Premises where a business is operated only in the day and using Medium Voltage;

“Tariff C2” means the tariff chargeable in respect of commercial Premises where a business is operated both in the day and night and using Medium Voltage;

“Tariff G” means the tariff chargeable in respect of public Premises including but limited to squares, parks, paths, sidewalks, alleys, streets, roads, bridges, tram-lines, railway lines and other thoroughfare;

“Tariff G1” means the tariff chargeable in respect of neon lights and/or floodlights.

“Peak Hours” means the period between 0800 hours and 2200 hours.

“Off Peak Hours” means the period between 2200 hours and 0800 hours (the next day)

Connection Fee

- Connection charges/fee will be imposed according to the voltage of the supply made as follows:-
 - Class 1 Consumers – Medium Voltage
Class 1 Consumer will be charged a connection fee of RM45/kW MD.
 - Class 2 Consumers – Low Voltage
Class 2 Consumers will be levied a connection fee in accordance with **Schedule A**.

SCHEDULE A

KW MD	TYPE OF METERING	CONNECTION CHARGE, RM (where necessary, the substation building and the land is to be leased to MUSB at a nominal cost of RM 10)
UP TO 10	1 PHASE	450 / 750
11 TO 37	3 PHASE WHOLE CURRENT/ UNDERGROUND	1,700
38 TO 60	100/5 C.T.*	2,700
61 TO 90	150/5 C.T.	4,050
91 TO 120	200/5 C.T.	5,400
121 TO 180	300/5 C.T.	8,100
181 TO 240	400/5 C.T.	10,800
241 TO 360	600/5 C.T.	16,200
361 TO 480	800/5 C.T.	21,600
481 TO 600	1000/5 C.T.	27,000
601 TO 720	1200/5 C.T.	32,400
721 TO 900	1500/5 C.T.	40,500
901 TO 1,200	2000/5 C.T.	54,000

*Current Transformer – all Consumers with CT metering installation are also termed large power consumers

- Connection charges/fee can be waived/cancelled on the following circumstances:
 - if work has not yet started, consumer will be charged administrative cost of 10% from Connection Charges that has been paid with a maximum limit of RM5,000, and the balance will be returned to customer after approval (via Form A) is received.

Example i:

Connection Charges: RM3,000
Admin Cost = Connection charges x 10%

Admin Cost = RM3,000 x 10% = RM300
So refund is = RM3,000 – RM300 = RM2,700

Example ii:

Connection Charges: RM145,000
Admin Cost = Connection charges x 10%

Admin Cost = RM145,000 x 10% = RM14,500 is bigger than RM5,000 (Max Admin Cost)
So refund is = RM145,000 – RM5000 = RM140,000.

- If work is initiated - Connection Charge Refund approval is upon case by case and to submit relevant working paper (stating % progress) for further approval.
- If work is completed at site – there will be no refund.

Deposit

The Consumer is required to pay a Deposit of:

- (a) a minimum sum of RM50.00; or
- (b) the sum sufficient to cover the estimated cost of electricity to be supplied, based on the applicable tariff, to the Premises for two (2) months; whichever is greater.

The Deposit shall be subjected to adjustment [from time to time] [based on a review every 6 months] if there be any variation of the said estimated cost, as determined by MUSB. All deposit shall be paid in or by cash/cheque/banker's draft/money order. For any sum above RM2000.00, the Consumer has a choice of paying by way of Banker's Guarantee.

If the average of the cost payable by the Consumer for two (2) months' supply of electricity over a continuous period of [6 months] is less than the Deposit, MUSB may in its discretion refund, without interest, any part of the Deposit in excess of such average cost for two (2) months' supply of electricity, but only such excess sum is more than RM30.00 and provided always that the minimum Deposit is RM50.00.

Metered Charges

The charges for electricity supplied by MUSB to any Premises as measured through an electricity meter and calculated by reference to the value of units consumed shall be payable in accordance with the provisions outlined below:-

ELECTRICITY TARIFF CATEGORY	UNIT	MUSB RATE EFFECTIVE 01.01.2014
TARIFF A – DOMESTIC TARIFF		
For the first 200 kWh (1-200 kWh) per month	sen/kWh	21.80
For the next 100 kWh (201-300 kWh) per month	sen/kWh	33.40
For the next 300 kWh (301-600 kWh) per month	sen/kWh	51.60
For the next 300 kWh (601-900 kWh) per month	sen/kWh	54.60
For the next kWh (901 kWh onwards) per	sen/kWh	57.10
<i>The minimum monthly charge is</i>	RM	3.00
TARIFF B – LOW VOLTAGE COMMERCIAL TARIFF		
For the first 200 kWh (1-200 kWh) per month	sen/kWh	43.50
For the next kWh (201 kWh onwards) per month	sen/kWh	50.90
<i>The minimum monthly charge is</i>	RM	7.20
TARIFF C1 – MEDIUM VOLTAGE GENERAL COMMERCIAL TARIFF		
For each kilowatt of maximum demand per month during the peak period	RM/kW	30.30
For all kWh	sen/kWh	36.50
<i>The minimum monthly charge is</i>	RM	600.00
TARIFF C2 – MEDIUM VOLTAGE PEAK/OFF-PEAK COMMERCIAL TARIFF		
For each kilowatt of maximum demand per month during the peak period	RM/kW	45.10
For all kWh during the peak period	sen/kWh	36.50
For all kWh during the off-peak period	sen/kWh	22.40
<i>The minimum monthly charge is</i>	RM	600.00
TARIFF G – STREET LIGHTING TARIFF		
For all kWh (including maintenance)	sen/kWh	30.50
For all kWh (excluding maintenance)	sen/kWh	19.20
<i>The minimum monthly charge is</i>	RM	7.20
TARIFF G1 – NEON & FLOODLIGHT TARIFF		
For all kWh	sen/kWh	20.80
<i>The Minimum Monthly Charge is</i>	RM	7.20

* 1 unit = 1 kWh

* **Note:** 1.6% for Renewable Energy Fund is imposed on consumers' monthly bill (excluding Domestic consumers with monthly consumption of 300 kWh and below) effective from 1st January 2014.

* **Tariff C** – For Billing purposes, maximum demand (measured in kilowatts) for any month shall be twice the highest recorded energy consumption in kilowatt-hours for that month within any consecutive 30 minutes period at any time for Tariff C1 and only during Peak Hours for Tariff C2.

* **Tariff G** – Maintenance means including parts and labour of consumable items and accessories i.e. bulb, choke, ballast, ignitor, capacitor and fuse.

* Maintenance means including parts and labour of consumable items and accessories i.e. bulb, choke, ballast, ignitor, capacitor and fuse. Maintenance **does not** include cable, lamp posts and feeder pillars.

* For billing purposes, maximum demand for any month shall be twice the highest recorded energy consumption in kilowatt-hours within any consecutive 30 minutes period during Peak Hours for that month.

(This tariff is effective from 1st January, 2014 and supersedes the previous tariff schedule which was effective on 1st June, 2011)

Other Charges

Connected Load Charge (CLC)

Connected Load Charge is the penalty charge made to MUSB when there is a significant load burden reduction from the original burden declared by a customer. The charge was introduced to avoid cases of underutilized load burden where customers initially requested for high maximum demand.

CLC is subjected to commercial and industrial customers from:

- Category 1: Supply voltage of 132kV and above.
- Category 2: Supply voltage between 6.6kV to 132kV.

CLC will be imposed for a period of five (5) years commencing from the date of supply connection (upon signing of supply contracts), excluding the first year of supply.

Power Factor

Consumers shall be subjected to this penalty charge. That is if the average power factor in any month is found to be:

- (a) Below 0.85 and up to 0.75 lagging, a supplementary charge of 1.5% of the bill for that month for each 0.01 below 0.85 and up to 0.75 lagging power factor will be added to the bill for that month;
- (b) Below 0.75 lagging, in addition to the charge payable under subparagraph (a) above, a supplementary charge of 3% of the bill for that month for each 0.01 below 0.75 lagging power factor will be added to the bill for that month.

Hence, the Consumer shall use their best endeavors to obtain the highest power factor possible in operation of any of his electrical installation. The consumer must achieve a minimum Power Factor of 0.85 to avoid the penalty charge.

Meter Testing

In accordance to the Contract, MUSB will conduct tests of the meter for a fee of **RM5.00** per visit should there be a request from the Consumer. This charge shall be refunded if the meter is found to be faulty or inaccurate of more than +/- 3%.

Returned Cheque Charges

For every returned cheque, consumers will be charged of RM20.00 for bank charges and administrative fees. It will be debited from consumer's account and will be shown in the next bill under other charges.

Value Added Services

- | | |
|---|---|
| a. Special Reading Requirement | RM 5.00 per reading |
| b. Duplicate Bill Printing | RM 5.00 per copy |
| c. Time of Use Based Energy Usage Graph | |
| • Printing | RM 5.00 per piece |
| d. Replacement of Fuse Blow due to consumer's internal load (fault/overloading) | |
| • Up to 60A | RM 23.00 per unit (inc. labour & parts) |
| • Up to 100A | RM 25.00 per unit (inc. labour & parts) |

Payment of Charges

Electricity Bills

Accounts are due for payment within 30 days from the date of the bill. A penalty of 1% per month shall be imposed and calculated for each day or part of the day for any such period of late payment.

Payment Methods

i. Walk-In Counter

We accept cash/cheque/postal order/money order/ bankers' draft/credit card payments at Suite 4-G-A, Ground Floor, Block 4, Jalan Stesen Sentral 5, Plaza Sentral, 50470 Kuala Lumpur. We are open on weekdays from 8.45am – 1.00pm and 2.00pm – 5.15pm.

ii. Internet Banking

Please allow at least one working day for payment made through Internet Banking to be credited into your account.



Log-in to the websites and find us registered under Utilities.



Please find the Biller Code at the bottom of your electricity bill and fill up the reference numbers as shown in your electricity bill.

iii. By Mail

Mail your cheque to us via normal postage.

iv. Credit Card

Credit cards thru Maybank2u and walk-in at our Customer Care. We accept Visa/Mastercard.

v. Cheque Dropbox

Drop your cheque anytime at the following locations:

- Suite 4-G-A, Ground Floor, Block 4, Jalan Stesen Sentral 5, Plaza Sentral, 50470 Kuala Lumpur.
- Level 4, Block B, Suasana Sentral Condominium, Kuala Lumpur Sentral.
- Lobby, Level 7, near Management Office, Suasana Loft Condominium, Kuala Lumpur Sentral.

- ❖ Please do not put cash in the envelope. Remember to write your customer account number and contact number behind the cheque.

Disclaimer: Information provided above is considered to be true and correct at the time of publication. Malakoff Utilities Sdn Bhd reserves the right to add or reduce payment options as deemed necessary.

Temporary/Interim Supply Charges

If supply is only required temporarily, the Consumer shall pay the whole cost of the Installation as charged by MUSB and in addition to all other charges as specified herein and in the Contract, there will be a surcharge of 33% on the total monthly bill.

Information

Malakoff Utilities Sdn Bhd
Suite 4-G-A, Ground Floor
Block D, Jalan Stesen Sentral 5, Plaza Sentral
50470 Kuala Lumpur

Tel No.: +603-2263 3388
Fax No.: +603-2263 3366

Malakoff Utilities Customer Care:

Tel No.: +603-2273 5888
Fax No.: +603-2263 3366

Operation Hours: Monday to Friday from 8.45am - 1.00pm and 2.00pm – 5.15pm.

Email: cs-mu@malakoff.com.my

Visit us at: www.MalakoffUtilities.com.my