

## Complaints - Why TNB is not helping SME's?

Written by Administrator

Thursday, 15 October 2009 12:03 -

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We wonder why TNB is not helping SME? We agreed and acknowledged that we have an overdue payment. All these is because we were affected with tight cash flow during this economic difficulties. We were told that our electricity were cut off!! We were outstation and couldn't be back on time to make the necessary payment.

If TNB could have a Customer Service Management System, they could have check, all the 6 years of doing business with the same address, we promptly pay our bills. It's only at this point of time, we were facing cash flow difficulties. To make matter worse to us, we guessed we would have to pay extra in order for TNB to re-connect the electricity again. why can't TNB make a call to us and check with us. and we wonder how TNB could disconnect the electricity when no one is in the office to allow them to go in?

**NCCC's Advice:** We have forward the letter to the TNB head for their amicable settlement in this matter.

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