

Steps to Request for Load Profile Data

1. To obtain the Load Profile data, you must first fill in the online form. Click this link for TNB Online RMR Load Data Profile Request.
<https://forms.office.com/r/sMWAYMpeHp>.
2. One online form is for one account number only. If you have multiple accounts, then you need to filled in the form individually according to the total accounts needed.
3. This is how the form should look like. First, you just need to filled your basic information.



RMR Load Data Profile Request

Retail Division
Tenaga Nasional Berhad

* Required

1. Requestor Type *

☐ Internal request (TNB employee)

☐ External request (non-TNB employee)

2. Requestor Email *

Enter your answer

3. Requestor Phone Number *

Enter your answer

4. Please make sure to key in the account number correctly. The account number **must be in 12 digits**. Please refer to the bills if you are not sure.

4. Requestor Name *

Enter your answer

5. Contract Account (12 Digits) *

Number must be between 200000000000 ~ 299999999999

6. Choose one *

☐ Registered owner

☐ Consultant

5. Next, please choose any **two months** that you would like to request for the load profile's data. Example : April and June.

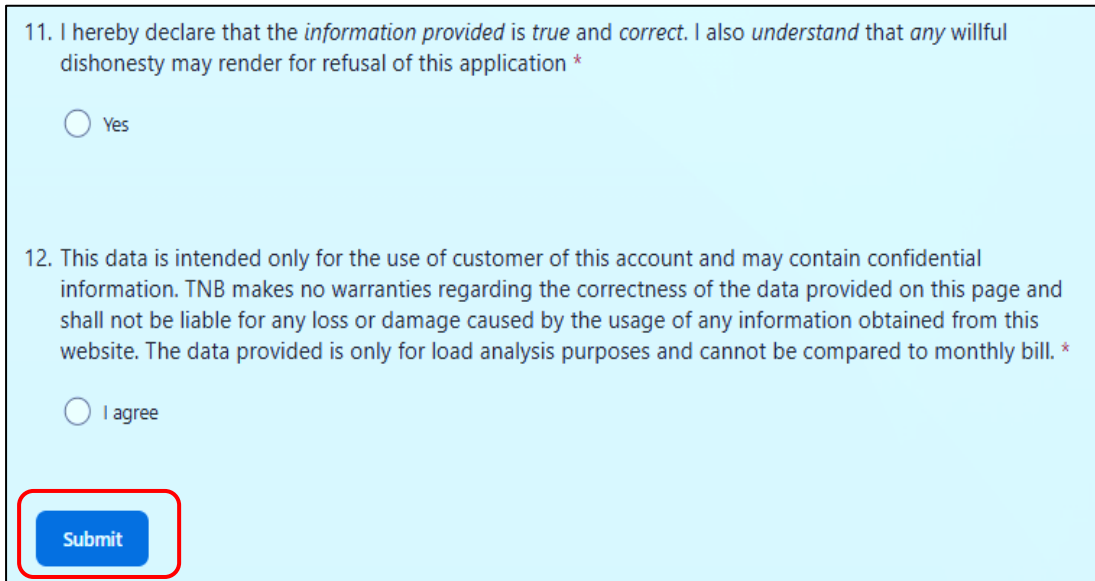
7. Month 1 *

Please input date (M/d/yyyy)

8. Month 2

Please input date (M/d/yyyy)

- 6 Filled in the rest of the form and submit.



11. I hereby declare that the *information provided* is true and correct. I also understand that any willful dishonesty may render for refusal of this application *

☐ Yes

12. This data is intended only for the use of customer of this account and may contain confidential information. TNB makes no warranties regarding the correctness of the data provided on this page and shall not be liable for any loss or damage caused by the usage of any information obtained from this website. The data provided is only for load analysis purposes and cannot be compared to monthly bill. *

☐ I agree

- 7 Once the form is submitted, please send an email to Retail-LPData@tnb.com.my and provide together a request letter with JMB official letterhead for TNB Data Team to process your request. The format of the letter can be found in **appendix A**.
- 8 This process should take 1 to 3 working days

Steps to Request for Tenant Meter Number Lists

1. A request email to obtain the tenant meter number lists data **must** be sent to TNB Billing Services personnel in-charge. Every area has its own PIC Billing officer.
2. In the email you should includes:
 - **Your property name and address**
 - **12-digit account number**
 - **Request letter with official letterhead.**
3. First, you can email and attend your letter to Mr. Mohd Suheil bin Mohd Zain, a TNB team member of billing services in Retail Division (suheil.zain@tnb.com.my).
4. Mr. Suheil will then forward your request to the respective personnel who is in charge for your premise's billing area.
5. The format of the request letter can be found in **appendix B**.
6. This process should take 2 to 7 working days.