

ELECTRICITY BILL

Mukesh Jethanand, Mr
Unit 36-3A Level 36
Residences The St. Regis Kuala Lumpur
Kuala Lumpur Sentral
No.6 Jalan Stesen Sentral 2
50470 KUALA LUMPUR
MALAYSIA

Date of Bill : 22 September 2021
Account No.: 0002002379
Meter Serial No.: 30001495
Bill No.: 0000456692
Deposit: RM 1200.00
Bank Guarantee: N/A
Service Tax No : W10-1808-31017360

Unit/Supply Address: Unit 36-3A Level 36, Residences The St. Regis Kuala Lumpur, Kuala Lumpur Sentral .

Previous Balance (RM)	Payment Received (RM)	Date of Latest Payment	Balance B/F Immediate Settlement (RM)	Total Amount Due (RM)
-871.85	0.00	21.07.2019	-871.85	-864.65

Total Meter Consumption: Bill period: 22.08.2021 to 21.09.2021

Minimum Charge	7.20
Total Energy	7.20
Current Amount Due Before 22.10.2021	7.20

Announcement:

Dear valued customers,

Imbalance Cost Pass-Through (ICPT)

We wish to announce that ICPT implementation for the period of 1 July 2021 - 31 December 2021 as below:
ICPT rebate of 2.00 sen/kWh

Temporary Closure During MCO

To reduce potential exposure for you as well as our employees, please be informed that our Customer Care Office will be **CLOSED for walk-in customers** until further notice.
Nevertheless, you would still able to contact us at 03-2263588 or email at cs-mu@malakoff.com.my

Public Holiday:

16 September 2021 - Malaysia Day
19 October 2021 - Maulidur Rasul
4 November 2021 - Deepavali

Enquires or written notification of billing error should be sent to the following address within 14 days from Date of Bill.

Customer Care, Malakoff Utilities Sdn Bhd, Suite 4-G-A, Ground Floor, Block 4, Plaza Sentral, Kuala Lumpur.
Tel: 03-2273 5888 or Fax: 03-2263 3366 Email: cs-mu@malakoff.com.my



Biller Code: 8391
Ref-1: 0002002379
Ref-2: 0000456692

JomPAY online at Internet and Mobile Banking with your Current, Savings or Credit Card account

PAYMENT SLIP

Customer Name: Mukesh Jethanand, Mr
Account Number: 0002002379
Bill No.: 0000456692

Issuance Bank	Cheque Number	Cheque Amount (RM)	Total Amount Due (RM)	Due Before
			-864.65	22.10.2021

Please make your cheque payable to '**MALAKOFF UTILITIES SDN BHD**'. *Thank You!*

For payments via internet Banking, please allow at least 1 working day for payment made to be credited into your account.

PAYMENT OPTIONS

Online / Internet Banking Please allow 1 working day for payment to be credited into your account Kindly make payment earlier if the Due Date falls on a weekend.	www.maybank2u.com.my	Maybank Account Holder / Credit Cards - Visa & Mastercard (issued in Malaysia)
	www.cimbclicks.com.my	CIMB Account Holder

Walk In at Customer Care	Method	Payment Instructions
Address: Malakoff Utilities Sdn. Bhd. Suite 4-G-A, Ground Floor, Block 4, Plaza Sentral, Jalan Stesen Sentral 5, 50470 Kuala Lumpur. Operation Hours: Monday to Friday (8.45am - 1.00pm) (2.00pm - 5.15pm) <i>Closed on Weekends / Public Holidays. Announcement Notice will be announced on our website. Please visit regularly for updates.</i>	Cheque / Bank Draft / Money Order	Kindly write clearly on the cheque. Payee Name: Malakoff Utilities Sdn Bhd To be written at the back of the cheque. <ul style="list-style-type: none"> • Customer Account Number • Bill Number • Contact Number Note: For multiple accounts payments on 1 cheque, kindly write all the Customer Account Numbers and Amount being paid.
	Cash	
	Credit Card	Visa & Master Card

Drop your Cheque	Location	Payment Instructions
Collection: After 11am daily on weekdays. (Please do not put cash in the envelope).	Cheque Dropbox: i) Level 4, Block B, Suasana Sentral Condominium, KL Sentral. ii) Lobby near Management Office, Suasana Sentral Loft Condominium, KL Sentral. Express Cheque Dropbox: Suite 4-G-A, Ground Floor, Block 4, Plaza Sentral, Jalan Stesen Sentral 5, 50470 Kuala Lumpur.	Kindly write clearly on the cheque. Payee Name: Malakoff Utilities Sdn Bhd To be written at the back of the cheque. <ul style="list-style-type: none"> • Customer Account Number • Bill Number • Contact Number Insert the cheque in the Envelope provided. Please fill up the information on the Envelope as well. Note: For multiple accounts payments on 1 cheque, kindly write all the Customer Account Numbers and Amount being paid.

Mail Malakoff Utilities shall update payments upon receipt of cheques. If the cheques are received after the Due Date, Malakoff Utilities shall be entitled to enforce its rights as per Condition of Supply of Electricity.	Malakoff Utilities Sdn. Bhd. Suite 4-G-A, Ground Floor, Block 4, Plaza Sentral, Jalan Stesen Sentral 5, 50470 Kuala Lumpur.	Cheque / Bank Draft / Money Order. NO CASH please.
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IMPORTANT NOTE

All capitalized expressions in this section shall bear the same meaning in the Conditions of Supply of Electricity.

Surcharge / Penalty: Surcharge calculated at one percent *(1%) per month for every day or part of a day from the date such amount become due and payable (including such date) until the date the amount is paid in full (excluding such date). [Clause 6.2 Conditions of Supply of Electricity] Please make payments earlier if the Due Date falls on a weekend.

Calculation for Surcharge / Penalty: $\frac{12\% \times \text{amount overdue} \times \text{days overdue}}{365}$

*Based on Electricity Supply Act - Act 447/448, Revision 2005, Electricity Regulation, page 69, Regulations 4 (no. 5).

Bill:	Electricity Bill which is billed monthly based on actual meter consumption in accordance with the Conditions of Supply of Electricity.
Average Bill:	Electricity Bill that is issued based on the average of the consumer's consumption record for the previous three consecutive months in accordance with the Conditions of Supply of Electricity.
Duplicate Bill:	Request on Reprinting of Bills chargeable to customers at RM5.00 per print out.
Special Reading:	Request to read consumption on requested Start Date and End Date by the customers, chargeable at RM5.00 per print out.

COMPLAINTS / SUGGESTIONS / FEEDBACK / CHANGE OF MAILING ADDRESS

Drop us an email at cs-mu@malakoff.com.my using your Company Letterhead (for Commercial customers).

CUSTOMER CARE

Customer Helpdesk: 03-2273 5888

Email: cs-mu@malakoff.com.my

- Please contact the above number for supply interruptions; we are operational 24 hours a day, 7 days of week.
- Inquiries regarding bills, kindly contact us at the above number from 8.45am - 1.00pm and 2.00pm - 5.15pm on weekdays.

CHANGE OF MAILING ADDRESS FORM

(Please fax this form to us at 03-2263 3366 or attach this with your payments)

New Mailing Address:	Fax:	Contact Person:
		Contact Number:
Signature:	Date:	Email: