

# CUSTOMER SNAPSHOT

## Tenaga Nasional Berhad



### Customer

Tenaga Nasional Berhad (TNB)

### Region

Asia Pacific

### Country

Malaysia

### Overview

Trilliant and Tenaga Nasional Berhad Collaborate to Drive Accelerated Smart Meter Deployment

### Solutions

Trilliant provides TNB with support to continue its smart meter deployment, including access to Trilliant's next generation AMI network technology and a five-year maintenance and support agreement

### Benefits

Improved billing efficiency, enhanced forecasting and planning, and improved outage management

### Date

November 2023

### In the News

The Star: [Malaysia to lead energy transition in Asean with TNB - Trilliant Networks](#)

IoT M2M Council: [TNB extends AMI partnership with Trilliant](#)

### SUMMARY

Updated: August 2025

In November 2023, Tenaga Nasional Berhad (TNB), the largest electricity utility in Malaysia and a leading utility company in Asia, extended a joint partnership with Trilliant. Trilliant will continue to support TNB as it further accelerates smart meter deployment nationally to meet its energy transition vision.

TNB and Trilliant first formed a strategic partnership in 2017 to support the utility company's nationwide plan for smart meter deployment, along with a joint go-to-market strategy to drive innovation and deliver smart communications solutions to utilities across Asia Pacific and other select regions. This partnership provides TNB with the support it requires in the near future to continue its smart meter deployment, including access to Trilliant's next generation AMI network technology and a five-year maintenance and support agreement.

Through their collaboration, Trilliant's flexible solutions have helped TNB improve billing efficiency, enhance forecasting and planning, and improve outage management, positioning the utility to further augment customer-facing benefits while providing consumers with more control over their energy use.

*"We value our longstanding partnership with TNB and are honoured to continue our work to support them as they progress towards their goals and innovative energy transition vision," said Trilliant Chairman and CEO Andrew C. White. "Our organizations share a vision to drive positive change for a cleaner and more sustainable future. We're proud to be a part of their journey as they advance the region towards Net Zero."*

*"The urgency to accelerate energy transition is undeniable, and we cannot embark on this journey alone. We seek strategic partnerships with like-minded organisations like Trilliant, where complementary expertise coalesces to drive innovation. Together, we will forge an energy ecosystem that is deeply integrated, customer-centric, smart, hyper-connected, agile, and responsive to the sustainability challenges ahead," said Dato' Seri Ir. Baharin Din, President and CEO of Tenaga Nasional Berhad.*

Driven by an unwavering commitment to sustainability and relentless innovation, TNB is spearheading the implementation of the energy transition, aligning with Malaysia's resolute agenda to combat climate change, safeguard continued business growth, and fast-track TNB's own sustainability aspirations of achieving net zero carbon emissions by 2050.

*"Embracing the transformative power of technology and innovation, we are steadfastly modernising our digital foundations to seamlessly align with our energy transition strategy. This strategy is designed to tackle the energy trilemma across the value chain, fulfilling our commitment to sustainability and fostering business growth. Simultaneously, we are venturing into uncharted territories within the energy transition space, unwavering in our pursuit to accelerate generation decarbonisation, develop flexible and cross-border grid and empower cross-sector electrification and prosumers," added Baharin.*

## CUSTOMER SNAPSHOT

# Tenaga Nasional Berhad



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Trilliant's holistic program with TNB includes the Trilliant Communication Module — locally manufactured in Malaysia — embedded in every smart meter. Additionally, Trilliant has deployed a reliable network to support the high volume of traffic generated by the smart meters.

*"TNB understands the significance of data, and our technology has provided them the ability to make timely, data-driven decisions, which in turn optimizes grid availability, reliability and planning — all while enabling advanced applications such as time-of-use rates, prepaid metering and demand response," said Eugene Loke, Managing Director, APAC, at Trilliant. "Trilliant's solutions efficiently and securely support organizations that are facing the energy transition, no matter where they are in their journey. We're proud to work with innovative leaders like TNB, strengthening their strategies and helping them to achieve their objectives."*

**About Tenaga Nasional Berhad:** Tenaga Nasional Berhad (TNB) is a leading Malaysian utility company in Asia with an international presence in the United Kingdom, Kuwait, Türkiye, Saudi Arabia and India. Within the renewable energy space, TNB has a total gross portfolio of 2,896MW in Malaysia (including 2,536.1MW of large hydro) and 993MW across the UK, Türkiye, and India comprising mainly solar, wind, and hydro energy generation assets. In addition to being the nation's primary electricity generation enterprise, TNB also transmits and distributes all the electricity in Peninsular Malaysia, Sabah and the Federal Territory of Labuan. TNB supplies electricity to approximately 10.6 million customers. For more information, visit <https://www.tnb.com.my/>.

Trilliant® empowers the global energy industry with the only device-agnostic communications platform that enables utilities and cities to deploy any application securely and reliably on one powerful network. Our purpose-built portfolio is designed to offer the power of choice, without risk of customers being "locked in" with one technology provider or meter manufacturer. We are proud to offer mission-critical solutions that support AMI, Data & Analytics, Smart Metering, Smart Grids and Smart Cities. Customers worldwide benefit from Trilliant's unique combination of flexibility, sustainability and scalability that connects utilities and cities to the IIoT and a more strategic path to the Energy Transition. Visit us at [www.trilliant.com](http://www.trilliant.com). Contact us at [info@trilliant.com](mailto:info@trilliant.com).

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## Malaysia to lead energy transition in Asean with TNB - Trilliant Networks



KUALA LUMPUR: Malaysia will be the leading country in ASEAN in terms of energy transition and smart grid, with the help of [Tenaga Nasional Bhd](#) (TNB), said Trilliant Networks Inc.

Trilliant Networks chairman and chief executive officer Andy White said their partnership with TNB since 2017 helped to accelerate the country's vision towards energy transition.

He also applauded TNB's achievement of deploying 4.5 million smart meters across Malaysia this year, en route to the vision.

"TNB is way ahead of all the other ASEAN countries such as Indonesia, Vietnam, and Thailand as they are just getting started.

Trilliant partnered with TNB to support the utility company's nationwide plan for smart meter deployment, along with a joint go-to-market strategy to drive innovation and deliver smart communications solutions to utilities across Asia Pacific and other selected regions.

The collaboration also provides TNB with the support to continue its smart meter deployment, including access to Trilliant's next-generation advanced metering infrastructure (AMI) network technology and a five-year maintenance and support agreement.

Elaborating on the partnership, White said Trilliant also worked with local meter manufacturers, chosen by TNB, where the company would further identify the best smart meters to be deployed in Malaysia.

"Our technology has high-speed sub-cycle communication speed and the highest bandwidth.

"So what TNB selected with us is they can make consumer prices lower by having multiple meter choices and having the lowest meter cost," he said.

Themed "Enabling a Multi-dimensional Energy Transition in ASEAN", Enlit Asia 2024 draws inspiration from Malaysia's National Energy Transition Roadmap (NETR), setting the stage for critical conversations on the region's sustainable energy future among its audience of industry leaders, policymakers, and experts across the power and energy supply chain. - Bernama

### Sources:

<https://www.thestar.com.my/business/business-news/2024/10/09/malaysia-to-lead-energy-transition-in-asean-with-tnb---trilliant-networks>

<https://www.iotm2mcouncil.org/iot-library/news/smart-energy-news/tnb-extends-ami-partnership-with-trilliant/>

<https://www.bernama.com/tv/news.php?id=2455042>



## TNB SMART METERS GIVE MALAYSIANS BETTER ENERGY MANAGEMENT

🕒 10/08/2025 09:04 AM

KUALA LUMPUR, Aug 10 (Bernama) -- Malaysia's introduction of a new electricity tariff marked not only a policy shift but also the start of a smarter way to power homes through smart meters that provide customers with real-time insights and the freedom to manage their energy use under the Time-of-Use (ToU) scheme.

The nationwide rollout of smart meters is gaining momentum as customers experience improved energy monitoring and greater control over electricity consumption through Tenaga Nasional Bhd's (TNB) Advanced Metering Infrastructure (AMI) initiative.

The smart meter upgrade, set to be installed in approximately 10.4 million homes across Peninsular Malaysia by 2028 and beyond, offers daily and half-hourly usage data accessible via the myTNB app and portal.



## TNB extends AMI partnership with Trilliant

📅 December 4, 2023 • 👤 William Payne



Malaysia's largest electricity utility is deepening its relationship with Trilliant to accelerate smart meter deployment. Tenaga Nasional Berhad (TNB) is extending its partnership with Advanced metering infrastructure (AMI) specialist Trilliant as the energy utility, a major player in the Asian market, pushes forward with smart meter deployment to meet its national energy transition vision.