

Terms & Conditions of Use

A. RIGHTS, DUTIES AND OBLIGATIONS

1. Legal Disclaimer

You are hereby informed that in no circumstance will EC be liable for any damages whatsoever, including without limitation, special, indirect or consequential damages or loss of use, data, revenue, profits and/or any cost or expenditure incurred arising out of or related upon any reliance of information and/or representation made and contained in this website/portal whether by action in contract, tort or otherwise howsoever which includes:

- I. The ability or inability to use the service provided herewith;
- II. Costs of any article, product or fibre services procurement;
- III. Unauthorised access or modification of data or its transmission;
- IV. Third party statements or actions in this website/portal;
- V. Other related matters pertaining to this website/portal.

2. Hypertext Links

EC may provide links to other websites for the purpose of your easy reference. You are advised to read and understand the terms and conditions contained therein in which those websites are managed by third parties. It is hereby deemed that you understand and agree that EC does not exercise any control to any source and content of information within such websites. EC is not liable nor support any advertisement of products and/or services, commentary, views and/or other related information likely to cause or will cause any damage and/or loss to any party in reliance to the usage of information contained in and/or through the said websites.

3. Termination of Services

EC reserves the right to terminate any access to this website/portal service in part or whole, and any other related services at any given time, with or without notice subject to its jurisdiction and discretion with immediate effect. It is hereby deemed that you understand and agree that EC has the right to terminate any inactive account being defined as failure to use the services contained in the website/portal via the said account within a specified time frame. EC is not liable to any account holder(s) in respect of the termination.

4. Modification to the Terms of Services

EC reserves the right to make any modification, alteration, cancellation or amendment to the conditions of this website/portal at any given time, with or without notice. However so in any circumstances of emergency or for the protection and safety of privacy and integrity of this website/portal, or in situation beyond its control, EC should and will modify, alter, cancel or amend such conditions without any given notice. As such you are advised to periodically access and note any current modification, alteration, cancellation or amendment to the said conditions. Through continuous access and reference to the said conditions (periodically modified or altered) you are deemed to understand and agree and comply with any modification, alteration, cancellation or amendment contained within the said website/portal.

5. Modification to Services

EC reserves the right to modify or terminate its services (or any part of services thereof) whether temporarily or permanently at any given time with or without notice. It is hereby deemed that you understand and agree that EC and/or other parties will not be liable to any modification, alteration, suspension or termination of the said services.

6. Feedbacks & Enquiries

We welcome all feedbacks and enquiries pertaining to the usage of this website/portal. For any request of detailed information being unavailable in this website/portal, reference will be made to the relevant government departments/agencies.

B. SECURITY POLICY

1. Data Protection

Leading technologies including encryption software is used to protect data submitted to and compliance with strict security standards are maintained to prevent unauthorized access.

2. Storage Security

All electronic storage and transmission of personal data are secured and stored with appropriate security technologies.

C. PRIVACY POLICY

This page explains our privacy policy which includes the use and protection of information submitted by visitors. If you make a transaction or send an e-mail containing personal information, this information may be shared with other public agencies to serve a more efficient and effective manner. For example the resolving of a complaint that requires feedback from other agencies.

1. Information Collected

No personally identifiable information is gathered during the browsing of this website except for information given by you via e-mail or any valid registration being protected by this website/portal.

Access to MEIH Statistics NOW!

Polls - Alternative Energy

Would you prefer the government to increase, decrease, or not change the financial support and incentives it gives for producing energy from alternative sources such as wind and solar?

- ☐ a. Increase
- ☐ b. Not Change
- ☐ c. Decrease

[Vote](#)

Survey

[Pilot Survey on Road Transport Sector](#) New

Note: Please complete this questionnaire and email it back to Mr. Zaharin Zulkifli at zaharin@st.gov.my

[Survey on Customer Satisfaction to Assess the Service Level Provided by Electricity Utility Company \(2014\)](#)

[General - Residential Survey](#)

Useful Link



2. Policy Amendments

If this privacy policy is revised, the amendments will be updated on this page. In this event, you will be updated with; the type of information that is collected; how it is used and under what circumstances, and how information is shared with other parties.

D. COPYRIGHT PROTECTION

You are permitted to print, download and/or transfer any information in this website/portal for private use only; and may not in any whatsoever circumstances use the same for commercial purposes. You are not permitted to make or to cause in the making of any copies, broadcast, download, upload, storage, transmission, modification and/or alteration in any whatsoever manner and form pertaining to the information contained within this website/portal without a valid written consent and approval from EC. Any modification on any information contained therein can and will cause and/or result in criminal prosecution as may be appropriate by law.