

# PIPED GAS DISTRIBUTION





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### Disclaimer

The data and information in this report represent a fair and reasonable overview of the Piped Gas Distribution Industry. Every effort has been made to verify, validate and accurately represent the information in this report, based on the daily, monthly and yearly reports which were submitted by licensees pursuant to their licence conditions.

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# 1.0 Background





### BACKGROUND

### 1.1 GAS SUPPLY ACT 1993

The government introduced the Gas Supply Act 1993 (Act 501) and Gas Supply Regulations 1997 to regulate piped gas supply and utilisation activities. The main objective is to protect the interests of the consumers and the public who are affected by the supply activities whilst at the same time ensuring continued viability of the gas supply businesses. Act 501 prescribes the administrative and technical standards in the aspects of safety, reliability, economy, efficiency and quality.

In Act 501 gas is defined as methane, ethane, propane, butane or hydrocarbons which may consist of one or more of the above gases in the form of gas or liquid. Natural gas is mainly methane with a small percentage of other hydrocarbons and non-hydrocarbon gases whereas Liquefied Petroleum Gas (LPG) comprises of mainly propane and butane. Other types of gases, such as oxygen, nitrogen and acetylene used in the industrial sector are not covered by Act 501.

The act is not applicable throughout the gas supply chain. Its scope covers only the supply of natural gas through pipeline downstream of the last flange of the city gate station or the supply of LPG from the filling point of storage tanks or cylinders to gas appliances. Natural gas transmission and lateral pipeline systems (up to and including the city gate stations) are outside the scope of Act 501. Presently, Act 501 is only applicable in the Peninsula and Sabah.

### 1.2 FUNCTIONS OF THE ENERGY COMMISSION UNDER ACT 501

- i. To ensure a licensee satisfies all reasonable demands for gas through pipelines.
- ii. To ensure a licensee could finance the provision of gas supply services.
- iii. To protect the interests of consumers of gas supplied through pipelines in respect of
  - The prices charged and the other terms of supply.
  - The continuity of supply.
  - The quality of the gas supply services provided.
- iv. To regulate the composition, pressure, purity and volume of gas supplied through pipelines.
- v. To promote efficiency and economy to supply gas through pipelines and the efficient use of gas supplied through pipelines.
- vi. To protect the public from dangers arising from the distribution of gas through pipelines or from the use of gas supplied through pipelines.
- vii. To enable persons to compete effectively in the supply of gas through pipelines.
- viii. To investigate any accident or fire involving any gas pipeline or installation.



### 1.3 GAS SPECIFICATIONS

### 1.3.1 Peninsular Malaysia

Table 1 : Average Natural Gas Composition Supplied by Gas Malaysia Berhad (GMB)

Gas Composition	MT-JDA Gas Mole (%)	Kerteh Mole (%)
CH4	85.86	95.17
C <sub>2</sub> H <sub>6</sub>	4.99	2.47
$C_3H_8$	1.54	0.43
iC <sub>4</sub> H <sub>10</sub>	0.12	0.02
$nC_4H_{10}$	0.09	0.02
iC <sub>5</sub> H <sub>12</sub> +	0.08	0.01
nC <sub>5</sub> H <sub>12</sub> +	0.04	0.01
C <sub>6</sub> H <sub>14</sub> +	0.02	0.01
CO <sub>2</sub>	5.38	1.23
N <sub>2</sub>	1.88	0.63

Table 2 : Typical Natural Gas Characteristics Supplied by Gas Malaysia Berhad (GMB)

Natural Gas Property	MT-JDA	Kerteh
Specific Gravity	0.66	0.60
Gross Calorific Value, (kcal/Sm³)	9,326	9,534
Burning Velocity, (m/s)	0.28	0.31
Upper Flammability Limit, (%)	15.3	15.4
Lower Flammability Limit, (%)	4.3	4.5
Auto-ignition Temperature, (°C)	628	640
Theoretical Air Requirement, (m³/m³)	9.71	9.74

### Table 3: Average Liquefied Petroleum Gas (LPG) Composition in the Peninsula

Gas	Mole (%)
C <sub>3</sub> H <sub>8</sub>	40.0
$iC_4H_{10}$	30.0
nC <sub>4</sub> H <sub>10</sub>	30.0

### Table 4: Typical LPG Characteristics

Typical LPG Characteristics				
Specific Gravity	1.65			
Gross Calorific Value, (kcal/Sm³)	28,059			
Burning Velocity, (m/s)	0.46			
Upper Flammability Limit, (%)	8.5			
Lower Flammability Limit, (%)	1.9			
Auto-ignition Temperature, (°C)	510			
Theoretical Air Requirement, (m³/m³)	28.81			



### 1.3.2 Sabah & Labuan

Table 5: Average Natural Gas Composition Supplied by Sabah Energy Corporation Sdn. Bhd. (SEC)

Gas Composition	Kota Kinabalu, Sabah Mole (%)	Labuan Mole (%)
$CH_4$	92.62	92.43
$C_2H_6$	3.37	3.29
C <sub>3</sub> H <sub>8</sub>	1.46	1.25
iC <sub>4</sub> H <sub>10</sub>	0.29	0.25
$nC_4H_{10}$	0.34	0.29
iC <sub>5</sub> H <sub>12</sub> +	0.14	0.11
nC <sub>5</sub> H <sub>12</sub> +	0.09	0.08
C <sub>6</sub> H <sub>14</sub> +	0.17	0.15
CO <sub>2</sub>	1.36	1.29
N <sub>2</sub>	0.15	0.86

Table 6: Typical Natural Gas Characteristics Supplied by Sabah Energy Corporation Sdn. Bhd. (SEC)

Typical Natural Gas Characteristics	Kota Kinabalu, Sabah	Labuan
Specific Gravity	0.61	0.62
Gross Calorific Value, (kcal/Sm³)	9,536.58	10,109.14
Burning Velocity, (m/s)	>0.39	>0.39
Upper Flammability Limit, (%)	14.0	14.0
Lower Flammability Limit, (%)	4.0	4.0
Auto-ignition Temperature, (°C)	>630	>630
Theoretical Air Requirement, (m³/m³)	9.87	9.87

### 1.4 GAS DISTRIBUTION SYSTEM

Figure 1: Natural Gas Distribution Pipeline in the Peninsula





	East	Gebeng, Teluk Kalong, Kamaman, Kerteh, Kuantan Port, Gambang.	Kuantan.
	South	Pasir Gudang, Tanjung Langsat, Tebrau, Tampoi, Larkin, Plentong Senai, Kulan, Air Hitam, Kluang, Seremban, Alor Gajah, Ayer Keroh, Tangga Batu, Batu Berendam, Bukit Rambai, Seremban 2.	Johor Bahru, Gelang Patah, Tampoi, Bandar Melaka, Nusajaya.
		Kuala Lumpur, Petaling Jaya, Batu Caves, Selayang, Shah Alam, Klang, Sepang, Salak Tinggi, Puchong, Banting, Nilai, Serdang, Balakong, Sungai Buloh, Damansara, Kelana Jaya, Putrajaya,KLIA, Bangi, Cyberjaya, Dengkil, Kajang, Cheras, Teluk Panglima Garang, Beranang, Bestari Jaya, Jeram, North Port, Bandar Sultan Sulaiman, Pandamaran, Ijok, Seri Kembangan, Semenyih, Kundang, Rawang, West Port.	Damansara, Kelana Jaya, Petaling Jaya, Batu Caves, Klang, Puchong, Shah Alam, Kajang, Kuala Lumpur, Ampang, Selayang.
	North	Kamunting, Kulim, Parit Buntar, Nibong Tebal, Prai, Kangar, Seri Manjung, Sungai Petani, Setiawan, Lumut, Tronoh, Padang Terap, Chuping.	Pulau Pinang, Sungai Petani, Ipoh, Seri Manjung, Teluk Intan, Seri Iskandar, Mergong.
Type	of Gas	Natural Gas	DG

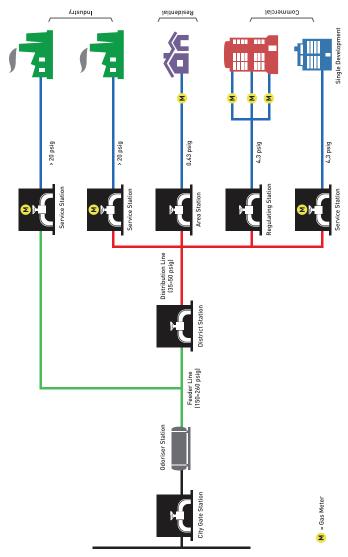
Table 7: Natural Gas & LPG Supplied Areas in the Peninsula by Gas Malaysia Berhad (GMB)



Figure 2: Natural Gas Supply Areas in Sabah and Labuar

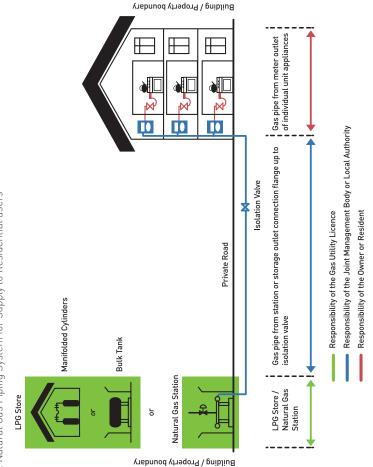
Natural gas supply areas in Sabah and Labuan are limited to the Kota Kinabalu Industrial Park (KKIP) and Labuan as shown in Figure 2.





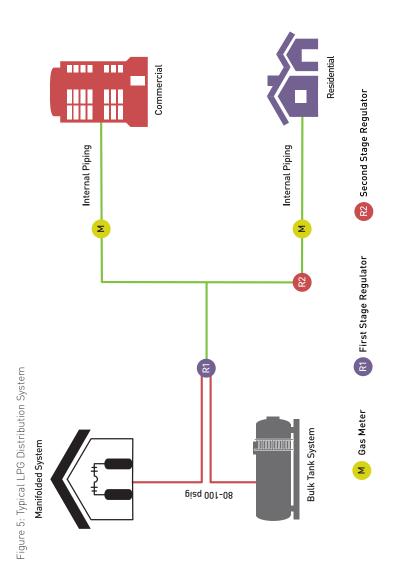
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Figure 3: Typical Natural Gas Distribution System









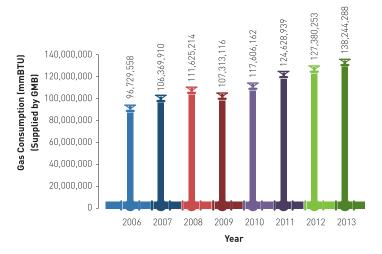
## 2.0 Piped Gas Supply and Consumption



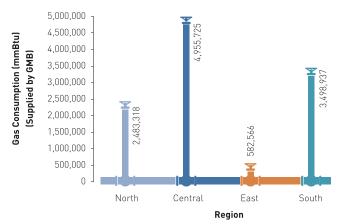
### PIPED GAS SUPPLY AND CONSUMPTION

### 2.1 OVERVIEW OF NATURAL GAS SUPPLY IN THE PENINSULA AND SABAH

Figure 6: Natural Gas Consumption in the Peninsula







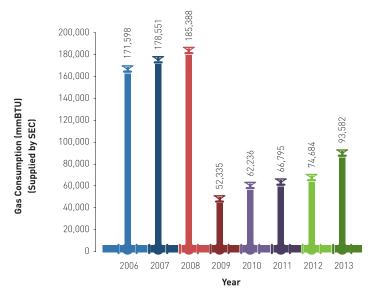
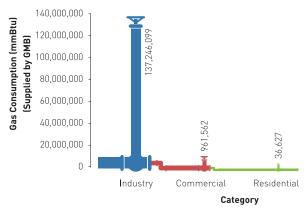


Figure 8: Natural Gas Consumption in Sabah & Labuan







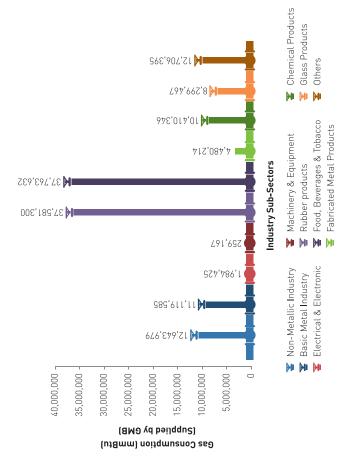


Figure 10: Natural Gas Consumption by Industry Sub-sectors in the Peninsula in 2013





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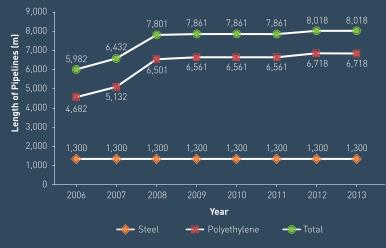
Figure 12: Number of Natural Gas Users in Sabah & Labuan





Figure 13: Length of Natural Gas Pipelines in Operation in the Peninsula

Figure 14: Length of Natural Gas Pipelines in Operation in Sabah



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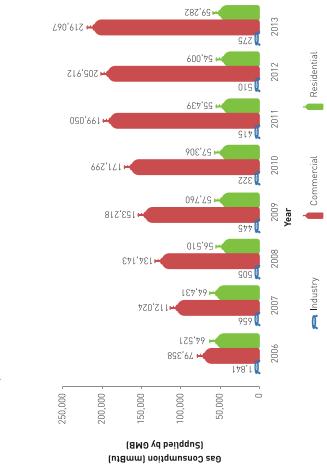




Figure 15: LPG Consumption in the Peninsula





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Figure 17: Length of Operational LPG Pipelines in the Peninsula

# 3.0 Reliability and Supply Service Quality



### **RELIABILITY AND SUPPLY SERVICE QUALITY**

### 3.1 GAS MALAYSIA BERHAD (GMB) PERFORMANCE INDICATORS

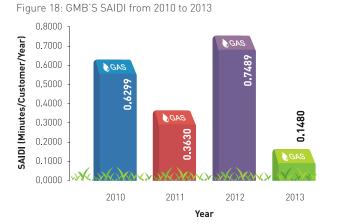
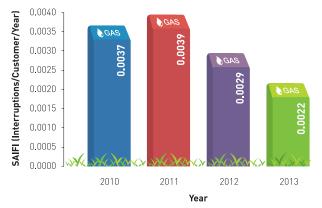


Figure 19: GMB'S SAIFI from 2010 to 2013



\*Note

For figure 18 & figure 19, lower is better

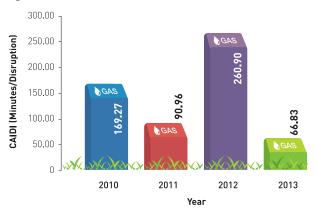
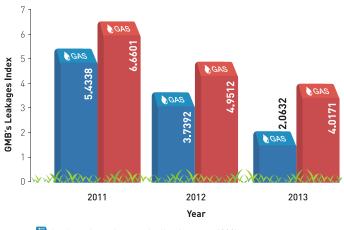


Figure 20: GMB'S CAIDI from 2010 to 2013

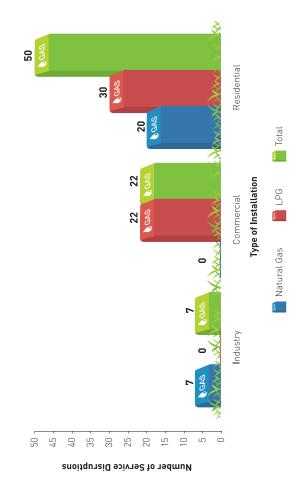






\*Note For figure 20 & figure 21, lower is better





# 3.2 COMPLAINTS AND INQUIRIES RECEIVED BY GMB

Figure 22: Number of Service Disruptions in 2013

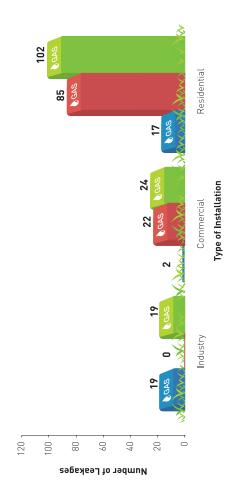


Figure 23: Number of Gas Leakages in 2013



### 3.3 GAS MALAYSIA BERHAD (GMB) CLIENT'S CHARTER PERFORMANCE

### Table 8: Complaints

ltem	Client's Charter	Complaint Received	Complied to Client's Charter	Percentage of Compliance (%)
Written Complaint	5 working days after the complaint is received	19	19	100
Complaint & Inquiry via the Telephone	24 hours after the call is made	34,497	34,497	100

### Table 9: Bill Payment

ltem	Client's Charter	Complaint Received	Complied to Client's Charter	Percentage of Compliance (%)
Bill Accuracy	5 working days	127	127	100

### Table 10: Refund

### a) Deposit

Refund Type	Customer	Client's Charter	No. of Service Termination	Complied to Client's Charter	Percentage of Compliance (%)
Deposit	Industry	Returned within 1 month after service termination	8	1	12.5
	Commercial	Returned within 1 month after service termination	187	187	100
	Residential	Returned within 2 month after service termination	1,337	1,337	100

### b) Bank Guarantee

Refund Type	Client's Charter	No. of Bank Guarantee	Complied to Client's Charter	Percentage of Compliance (%)
Bank Guarantee	To be released within 1 month after service termination	4	0	0



### Table 11: Emergency Response

ltem	Client's Charter	No. of Call Received	Complied to Client's Charter	Percentage of Compliance (%)
Emergency Response	To send an emergency response team within 90 minutes after a call is received	755	755	100

### Table 12: Third Party Supervision

ltem	Client's Charter	No. of Permits Issued	Complied to Client's Charter	Percentage of Compliance (%)
Third Party Supervision	Written notice at least 3 days before commencement of work	8,532	8,532	100

# Table 13: Identification of Gas Pipeline Location

ltem	Client's Charter	No. of Requests for Pipeline Location Information	Complied to Client's Charter	Percentage of Compliance (%)
Identification of Gas Pipeline Location	4 days after application is received	604	604	100

# Table 14: Planned Disruptions

ltem	Client's Charter	No. of Planned Disruptions	Complied to Client's Charter	Percentage of Compliance (%)
Planned Disruptions	Customer will be notified at least 48 hours before disruption begins	0	0	-



# Table 15: Replacement of Gas Meter

ltem	Client's Charter	No. of Requests for Pipeline Location Information	Complied to Client's Charter	Percentage of Compliance (%)
Replacement of Gas Meters	Gas meter will be replaced three (3) days after completion of the investigation	45 units	45 units	100

# 4.0 Natural Gas Tariff and Liquefied Petroleum Gas Prices



# NATURAL GAS TARIFF AND LPG PRICES

# 4.1 NATURAL GAS TARIFF IN THE PENINSULA

Table 16: Natural Gas Tariff in the Peninsula for the Year 2013

Tariff Category	Total Gas Consumption (mmBtu/Year)	Tariff (RM/mmBtu)
А	0	19.52
В	0-600	20.61
С	601-5000	13.98
D	5001-50,000	14.61
E	50,001-200,000	16.07
F	200,001-750,000	16.07
L	>750,001	16.45

# 4.2 LIQUEFIED PETROLEUM GAS PRICES IN THE PENINSULA

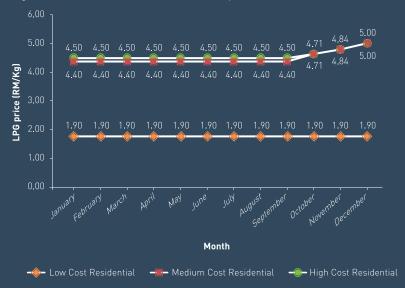


Figure 24: LPG Prices in the Peninsula for the year 2013

# 4.3 NATURAL GAS PRICES IN SABAH AND LABUAN

Prices of natural gas supplied in Sabah and Labuan are based on the Gas Sales and Purchase Agreement signed by the licensee (SEC) and the users according to Section 18 of the Gas Supply Act 1993.





# 5.0 Gas Licensees



# **GAS LICENSEES**

# 5.1 GAS UTILITY LICENCE (GUL)

Table 17: List of Licensees

Type of Gas	Licensee	Effective Date	Validity
Natural Gas	GMB	1 September 1998	30 Years
LPG	GMB	15 December 2000	20 Years
Natural Gas	SEC	1 September 1998	30 Years

# 5.2 PRIVATE GAS LICENCE (PGL)





44

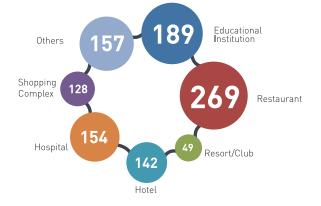


Figure 26: Number of Private Gas Licensees by User Category in 2013





# 6.0 Gas Reticulation System





# GAS RETICULATION SYSTEM

# 6.1 APPROVAL TO INSTALL (ATI) AND APPROVAL TO OPERATE (ATO)



Figure 27: Approval to Install (ATI) Issued from 2008 - 2013

Figure 28: Approval to Install (ATI) Issued based on Sectors in 2013



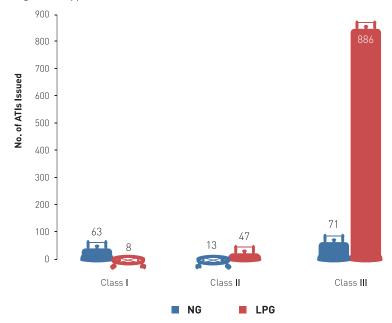


Figure 29: Approval to Install (ATI) Issued based on Installation Classes in 2013





# Figure 30: Approval to Operate (ATO) Issued from 2008 - 2013

Figure 31: Approval to Operate (ATO) Issued based on Sectors in 2013



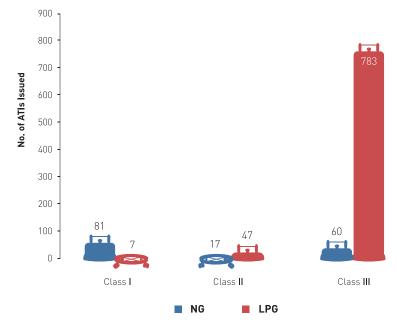


Figure 32: Approval to Operate (ATO) Issued in 2013



	2013	206	361 Outlets	300
				()
	2012	268	15 Malls	270
	2011	239	1	266
	2010	240	ı	302
	2009	4	I	293
ור אר וואורופי	2008	30	ı.	0
	2007	11	ı.	-
icouid and	1998- 2006	1,306	ı	365
ומתה וס. וווסףברוטון, ובסווווט מוות בוווטו כמוומור ארנואוווכס	Type of Activity	Inspection & Test	Gas Taskforce at Shopping Mall	Notice to Repair or Discontinue operation of Gas Piping System

Table 18: Inspection, Testing and Enforcement Activities

**INSPECTION AND TESTING OF GAS INSTALLATIONS** 

6.2

Shown above are statistics on the implementation of gas safety measures by the Food and Beverages (F&B) outlets operating in retail complexes inspected by the Commission's gas task force.

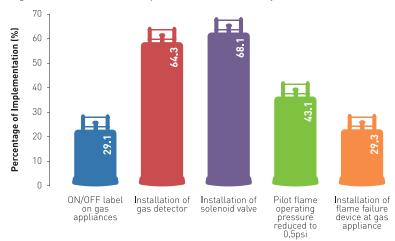


Figure 33: Statistics on the Implementation of Gas Safety Measures in 2013

Gas Safety Measures



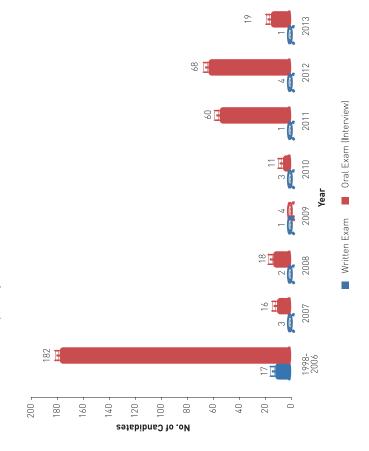




# 7.1 GAS COMPETENCY EXAMINATIONS

Table 34: Number of Gas Competency Examination and Interview Sessions from 1998-2013

Suruhanjaya Tenaga Energy Commission



# 56

ACCREDITATION OF GAS COMPETENCY COURSES 7.2

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	Study Mode	Full Time	Part Time	Full Time
	Course Offered	Gas Fitter Class I	i. Gas Engineer / Supervisor ii. Gas Fitter Class I iii. Gas Fitter Class II iv. Gas Fitter Class III	Gas Fitter Class III
Courses in 2013	Contact Information	Tel : 07-2370001/07-2361129 Fax : 07-2364289 Web : www.ikm.edu.my/jb	Te l : 07-5535653 Fax : 07-5545667 Web : www.gasteg.com	Tel : 04-9779177 Fax : 04-9771200 Website : www.katp.edu.my
Table 19: Accredited Gas Competency Institutions and Courses in 2013	Name & Address of Institution	INSTITUT KEMAHIRAN MARA (IKM) Jalan Teroka Off Jalan Datin Halimah, Karung Berkunci 848, 80990 Johor Bharu, Johor	UTM-MPRC INSTITUTE for OIL & GAS Block N29A, Lengkuk Suria, Faculty of Petroleum & Renewable Engineering, Universiti Teknologi Malaysia, 81310 Johor Bahru, Johor	KOLEJ ANTARABANGSA TEKNOLOGI & PROFESIONAL (KATPM) PERLIS Peti Surat 40,Km 5, Jalan Padang Besar, 01000 Kangar, Perlis

# PIPED GAS DISTRIBUTION INDUSTRY STATISTICS 2013



# 7.3 GAS COMPETENT PERSON CERTIFICATIONS

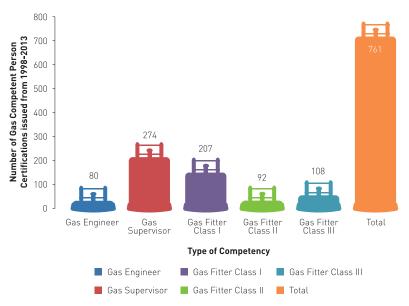


Figure 35: Number of Gas Competent Person Certifications issued from 1998-2013

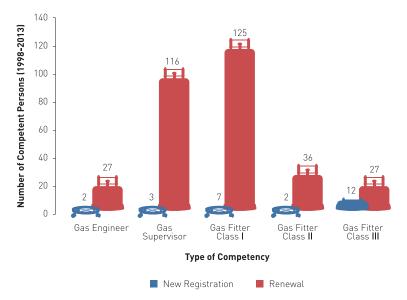


Figure 36: Gas Competent Person Registrations in 2013



# 7.4 GAS CONTRACTOR REGISTRATIONS

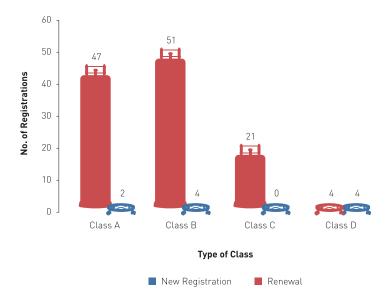


Figure 37: Gas Contractor Registrations in 2013

# 7.5 GAS RESPONSIBLE PERSONS FOR COMMERCIAL PREMISES

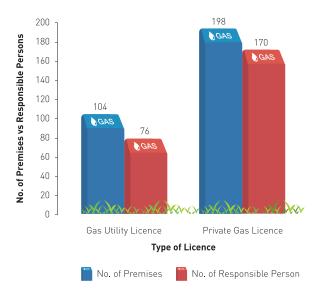
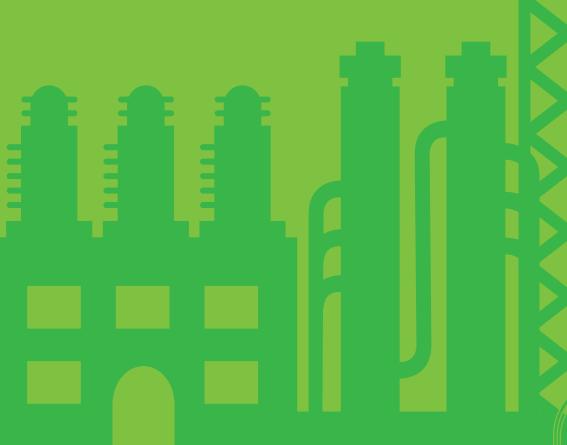


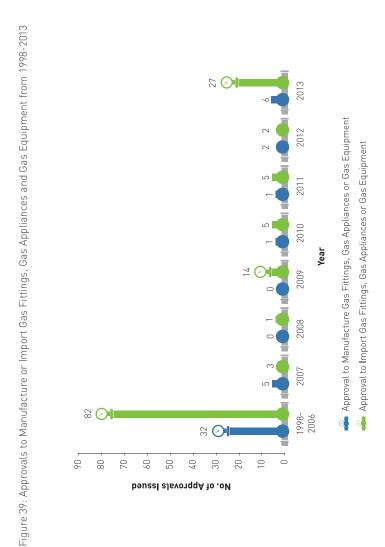
Figure 38: Registered Responsible Persons at Commercial Premises in 2013





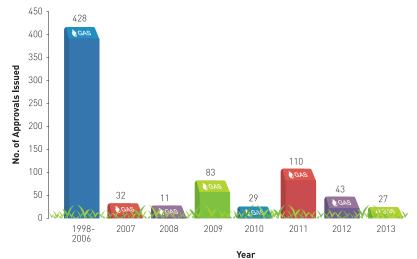
# 8.0 Gas Fittings, Gas Appliances and Gas Equipment Approvals





GAS FITTINGS, GAS APPLIANCES AND GAS EQUIPMENT APPROVALS

Figure 40: Approvals Issued for Gas Fittings, Gas Appliances and Gas Equipment from 1998-2013







# 9.0 Energy Commission Contact Information



# ENERGY COMMISSION CONTACT INFORMATION

#### 9.1 **HEADQUARTERS**

SURUHANJAYA TENAGA No. 12, Jalan Tun Hussein Presint 2, 62100, Putrajaya.

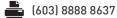
**GPS** Coordinate : 2.919175, 101.688459



(1-800-2222-78 (ST)



(603) 8870 8500





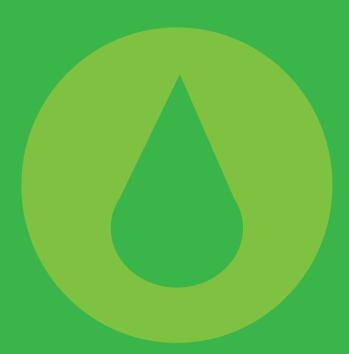
www.st.gov.my

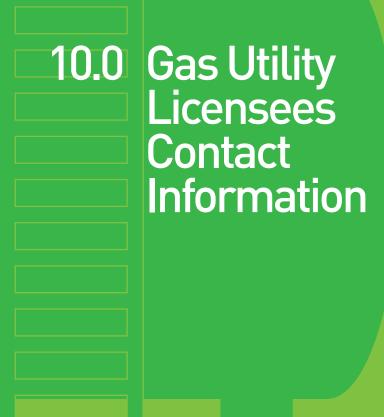
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# 9.2 REGIONAL OFFICES

Address	Phone No. & Fax
<b>PULAU PINANG, KEDAH &amp; PERLIS</b> Tingkat 10, Bangunan KWSP 13700 Seberang Jaya, Butterworth, Pulau Pinang	Tel : 04 - 398 8255 Fax : 04 - 390 0255
<b>PERAK</b> Tingkat 1, Bangunan KWSP, Jalan Greentown 30450 Ipoh, Perak	Tel : 05 - 253 5413 Fax : 05 - 255 3525
<b>KELANTAN &amp; TERENGGANU</b> Tingkat 6, Bangunan KWSP, Jalan Padang Garong 15000 Kota Bharu, Kelantan	Tel : 09 - 748 7390 Fax : 09 - 744 5498
<b>PAHANG</b> Tingkat 7, Kompleks Teruntum, Jalan Mahkota 25000 Kuantan, Pahang	Tel : 09 - 514 2803 Fax : 09 - 514 2804
<b>SELANGOR, KUALA LUMPUR &amp; PUTRAJAYA</b> Tingkat 10, Menara PKNS No. 17, Jalan Yong Shook Lin 46050 Petaling Jaya, SELANGOR	Tel : 03 - 7955 8930 Fax : 03 - 7955 8939
<b>JOHOR</b> Suite 18A, Aras 18, Menara ANSAR 65 Jalan Trus, 80000 Johor Bharu, Johor	Tel : 07 - 224 8861 Fax : 07 - 224 9410
<b>PANTAI BARAT NEGERI SABAH</b> Tingkat 7, Bangunan BSN Jalan Kemajuan, 88000 Kota Kinabalu, Sabah	Tel: 088 - 232 447 Fax: 088 - 232 444
<b>PANTAI TIMUR NEGERI SABAH</b> Tingkat 3, Wisma Sabah KM12 W.D.T. No. 25, 90500 Sandakan, Sabah	Tel : 089 - 666 695 Fax : 089 - 660 279
<b>NEGERI SEMBILAN &amp; MELAKA</b> Tingkat 4, Wisma Perkeso, Jalan Persekutuan, MITC, 75450 Ayer Keroh, Melaka	Tel : 06 - 231 9594 Fax : 06 - 231 9620









# GAS UTILITY LICENSEES CONTACT INFORMATION

# 10.1 GAS MALAYSIA BERHAD

# HEADQUARTERS

#### ADDRESS:

No. 5, Jalan Serendah 26/17, Seksyen 26, Peti Surat 7901, 40732 Shah Alam, Selangor Tel : 03 5192 3000 Fax : 03 5192 6766 Website: www.gasmalaysia.com

## **OPERATIONS CONTROL CENTRE**

Hotline : 1-800-88-9119 Email : orc@gasmalaysia.com

# **REGIONAL OFFICES**

#### SOUTH

PLO 343, Jalan Emas Tiga, Kawasan Perindustrian Pasir Gudang, 81700 Pasir Gudang, Johor Tel: 07 252 2314 Fax : 07 252 2561

## EAST

Lot 104, Gebeng Industrial Area, 26080 Kuantan, Pahang Tel : 09 583 6340 Fax: 09 583 6339

## NORTH

No. 27, Jalan Todak 4, Pusat Bandar Seberang Jaya, 13700 Seberang Jaya, Pulau Pinang Tel : 04 398 1727 / 1757 Fax : 04 398 2636

# **DISTRICT OFFICES**

#### **BANGI, SELANGOR**

No. 30, Jalan 4/12B, 43650 Bandar Baru Bangi, Selangor Tel : 03 8922 1191/ 1192 Fax : 03 8922 1190

## SHAH ALAM, SELANGOR

No. 1, Jalan 13/15, Sekyen 13, 40000 Shah Alam, Selangor Tel : 03 5511 9914 Fax: 03 5511 9912

#### SERI MANJUNG, PERAK

9 PSN PM7, Pusat Bandar Seri Manjung, 32040 Seri Manjung, Perak Tel : 04 976 8400 Fax: 04 976 0625

## JALAN GURNEY, KUALA LUMPUR

No. 20, Jalan Gurney, 54100 Kuala Lumpur Tel: 03 9206 7800 Fax: 03 9287 4282

## WP PUTRAJAYA

No. 1, Jalan P9 B/1, Precinct 9, 62250 Putrajaya Tel : 03 8888 5264 /5224 Fax : 03 8888 3990

#### **KLUANG, JOHOR**

No. 9, Jalan 53B, Taman Kluang Barat, 86000 Kluang, Johor Tel : 07 771 2105 Fax : 07 777 2108

# SENAWANG, NEGERI SEMBILAN

No. 34, Jalan Bunga Raya 9, Pusat Perniagaan Senawang,Taman Tasik Jaya, 70400 Seremban, Negeri Sembilan Tel : 06 678 1995/5348 Fax :06 678 6937



# 10.2 SABAH ENERGY CORPORATION SDN. BHD.

# HEADQUARTERS

# ADDRESS:

1st, 2nd & 3rd Floors, Wisma Bandaraya, Jalan Mesjid Lama, Locked Bag No. 2, 88990 Kota Kinabalu, Sabah Tel : 088 311290 / 299 Fax : 088 311361 Website : www.sabahenergycorp.com

# **REGIONAL OFFICE**

# LABUAN UNIT

Saguking Warehouse D8, P. O. Box 80244 87012 Labuan, Wilayah Persekutuan Tel : 087 418 060 / 417 162 Fax : 087 413 877





No. 12, Jalan Tun Hussein, Precinct 2, 62100 Putrajaya Talian Bebas Tol : 1 800 2222 78 | Tel : 03 8870 8500 | Fax : 03 8888 8637