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**DATE : 3 October 2025**  
**SUBJECT : Supply Disruption Due to Technical Fault at South  
AKA02 Substation 3 October 2025 at 15:53hrs (Friday)**

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Dear Valued Customers,

We wish to inform you that a technical fault occurred at the South Substation on 3 October 2025 at 3:53 PM, resulting in a power supply outage in Kulim Utama 2, Kulim Perdana, Kulim Avenue and Polytechnic Staff Quarters in Kulim Hi Tech Park.

Please be assured that we addressed the situation with the highest priority. Our technical team was on-site, assessed the issue and carried out the necessary repair works. Restoration of supply was completed at 5:15PM.

We sincerely apologise for the inconvenience caused and greatly appreciate your patience and understanding during this time. We will continue to keep you informed with updates as required.

For urgent assistance or further inquiries, please contact our Customer Service team at 04-4010101.

Regards,

Chan Chee Hong

Head of Distribution

**Head Office :**

D23-0 JALAN BK 5A/2B BANDAR KINRARA  
47180 PUCHONG, SELANGOR. MALAYSIA  
t +60 3 8082 3131 / 3111  
f +60 3 8080 3106

[www.nur.com.my](http://www.nur.com.my)

**Operations :**

LOT 30 JALAN HI-TECH 4 KULIM HI TECH PARK  
09000 KULIM, KEDAH. MALAYSIA  
t +60 4 401 0100  
f +60 4 401 0156

**N.U.R. DISTRIBUTION sdn bhd**  
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