



SAVE 3.0 PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ): GENERAL

1. What is the SAVE 3.0 Program?

The Sustainability Achieved Via Energy Efficiency (SAVE) 3.0 is a program which grants up to RM400 e-Rebate (RM200 for Category 1 and RM50/RM100/RM200 for Category 2) to domestic households that purchase energy efficient electrical appliances with 4 or 5 star energy efficiency labels from the Energy Commission (ST) from 1st January 2022 to 31st December 2022.

Category 1 : Refrigerator or Air conditioner; and

Category 2 : Television or Washing machine or Microwave oven or Rice cooker.

2. What are the outcomes and successes of the SAVE 2.0 Program?

The SAVE 2.0 Program was successful through:

- 134,000 redeemed e-rebates
- Savings up to RM26.8 million

3. What are the objectives of the SAVE 3.0 Program?

The objectives of this SAVE 3.0 Program are:

- Increase the total number of five (5) and four (4) star energy efficient electrical appliance in the market;
- Raise public awareness to purchase energy efficient appliance that will reduce energy generation costs through energy savings; and
- Save the environment by reducing greenhouse gas emissions as a result of reduced energy generation.

4. What are the eligibility requirements for the SAVE 3.0 Program?

To participate in the SAVE 3.0 Program, you must satisfy these requirements:

- Malaysian Citizen;
- Users / Owners of Registered Electrical Account (domestic) in electrical utility companies such as TNB, Sabah Electricity Sdn. Bhd. (SESB), Sarawak Energy Berhad (SEB) dan Nur Power Sdn. Bhd;
- Use e-rebate for the purchase of 4 or 5 star energy efficient appliance in 2022;
- Redemption for two (2) categories:
 - Category 1 – Refrigerator or Air conditioner; and
 - Category 2 – Television or Washing machine or Microwave oven or Rice cooker.
- 1 electricity bill account only eligible to apply 1 e-Rebate for each category & first come, first served basis; and
- Recipients of e-rebate for the SAVE 2.0 Program are not eligible to apply for Category 1 of SAVE 3.0 Program.

REGISTERED ELECTRICAL ACCOUNT (DOMESTIC) USER	SAVE 2.0 (2021)	SAVE 3.0 CATEGORY 1	SAVE 3.0 CATEGORY 2
Electrical Appliance	air-conditioning unit OR refrigerator	air-conditioning unit OR refrigerator	television OR washing machine OR microwave OR rice cooker
USER A	Claimed SAVE 2.0 e-Rebate in 2021	x	/
USER B	Unclaimed SAVE 2.0 e-Rebate in 2021	/	/
USER C	Unclaimed SAVE 2.0 e-Rebate in 2021	Claimed SAVE 3.0 e-Rebate in early 2022	/ <small>(still can claim for Category 2 anytime in 2022)</small>
USER D	Unclaimed SAVE 2.0 e-Rebate in 2021	/ <small>(still can claim for Category 1 anytime in 2022)</small>	Claimed SAVE 3.0 e-Rebate in early 2022

5. How much e-Rebate do I enjoy if I join the SAVE 3.0 Program?

Every household is eligible for **up to RM400 e-Rebate (RM200 for Category 1 and RM50/RM100/RM200 for Category 2)** with the purchase of electrical appliances with the 4 star and 5 star energy efficiency labels. Please refer to the eligibility requirements in Question 4 for more information.

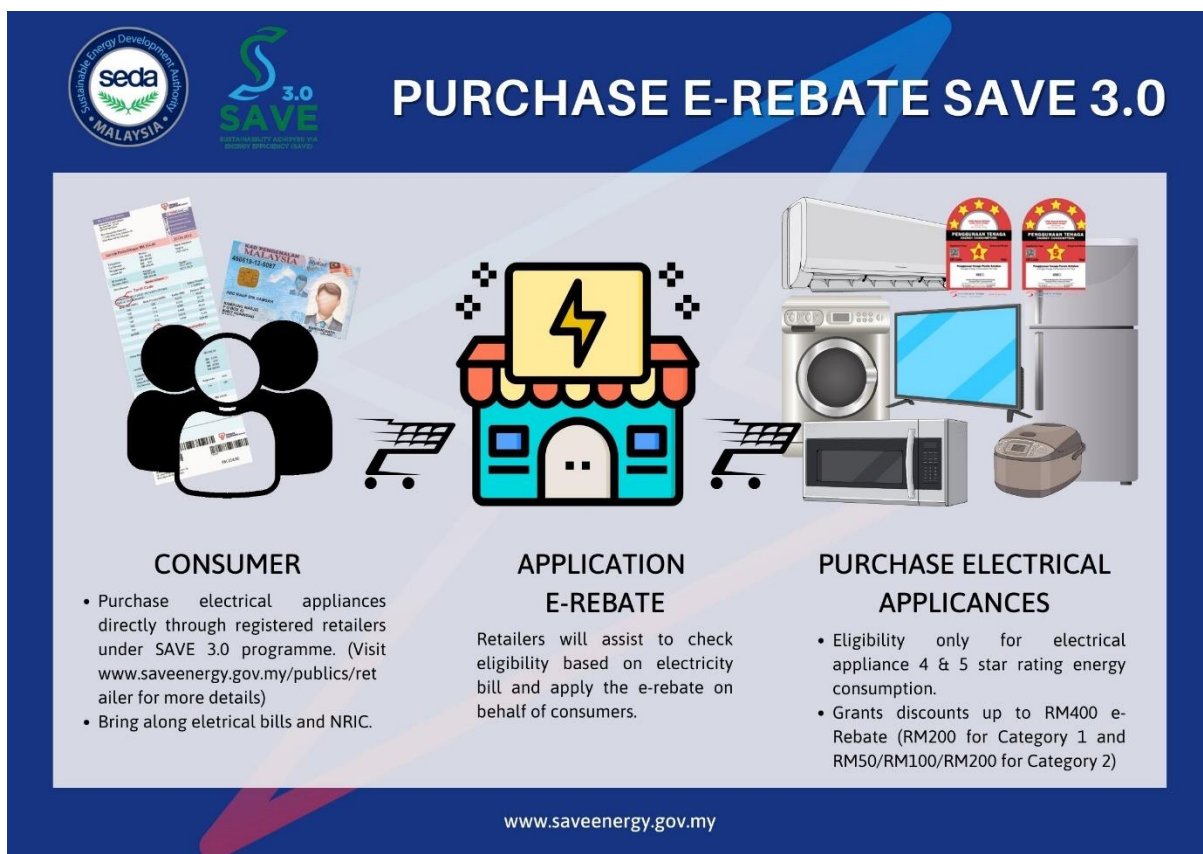
6. Which electrical appliances can I purchase in order to redeem the e-Rebate for the SAVE 3.0 Program?

You are eligible for the e-Rebate if you purchase energy efficient listed electrical appliances with the **4 star and 5 star energy efficiency label (the list of brands and models are available on the SAVE 3.0 microsite insert link)**.

7. How do I apply for the e-Rebate and how do I redeem it?

There are two different methods of purchase:

- Method 1: Direct purchase via **Registered Electrical Appliance Retailers.**



The infographic is titled "PURCHASE E-REBATE SAVE 3.0" and features the logos of SEDA (Sustainable Energy Development Authority Malaysia) and the SAVE 3.0 program (Sustainability Authority Energy Efficiency). It is divided into three main stages: CONSUMER, APPLICATION E-REBATE, and PURCHASE ELECTRICAL APPLIANCES.

CONSUMER

- Purchase electrical appliances directly through registered retailers under SAVE 3.0 programme. (Visit www.saveenergy.gov.my/publics/retailer for more details)
- Bring along electrical bills and NRIC.

APPLICATION E-REBATE

Retailers will assist to check eligibility based on electricity bill and apply the e-rebate on behalf of consumers.

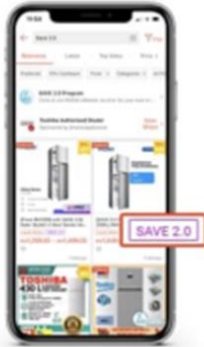
PURCHASE ELECTRICAL APPLIANCES

- Eligibility only for electrical appliance 4 & 5 star rating energy consumption.
- Grants discounts up to RM400 e-Rebate (RM200 for Category 1 and RM50/RM100/RM200 for Category 2)

www.saveenergy.gov.my

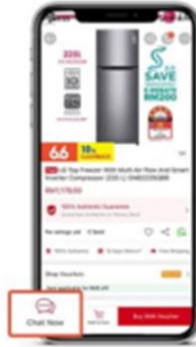
- Method 2: Online purchase via e-Commerce platforms.

NEW MECHANISM AT SHOPEE MALAYSIA



STEP 1

Browse the collection below or search for products with the "SAVE 2.0" tag



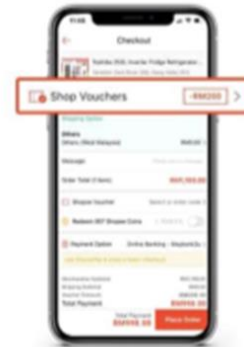
STEP 2

Chat with the seller who will help apply for SAVE voucher for you



STEP 3

Once approved, the seller will share a voucher code with you



STEP 4

Upon checkout, click on "Shop vouchers" and input your unique voucher code to save RM200!

Online purchase via Shopee platform.

NEW MECHANISM AT LAZADA MALAYSIA



STEP 1

Browse and select the items within this page



STEP 2

Chat with the seller to initiate SAVE voucher application



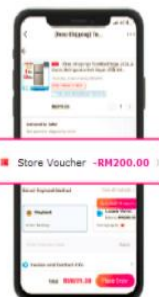
STEP 3

Click (Send Product) & send "I Want Save 2.0 Voucher"



STEP 4

Provide details as requested and a voucher link will be shared to you once approved



STEP 5

Click the voucher link, checkout and save RM200!

Online purchase via Lazada platform.

8. How do I get more information about the SAVE 3.0 Program?

Please visit www.seda.gov.my/saveprogram/ for more information about the SAVE 3.0 Program.

9. How do I register for the SAVE 3.0 Program if I want to make an online purchase?

You can browse www.seda.gov.my/saveprogram/ , select list of e-commerce and just click on the e-commerce logo of your choice.

10. How do I view the list of Registered Electrical Appliance Retailers for the SAVE 3.0 Program?

Please visit <https://save.seda.gov.my/publics/retailer> to view the list of Registered Electrical Appliance Retailers for the SAVE 3.0 Program.

11. What is the maximum number of households eligible for the SAVE 3.0 Program?

Maximum number of households eligible for the SAVE 3.0 Program is based on 1 electricity bill account, 1 e-Rebate discount for each category unless you already claimed category 1 during SAVE 2.0 Program. Please refer to **Questions 4** for more details.

12. Does the program have a quota?

Yes. This program is based on the concept of first-come, first-served basis.

13. Which information and documents are required for the SAVE 3.0 Program application?

Buyers only need to have a valid domestic electricity bill account number. Please refer to **Questions 4 and 7** for more information on how to apply for the SAVE 3.0 Program.

14.What are the benefits of the SAVE 3.0 Program?

- Provide cost savings on the purchase of electrical appliances;
- Provide awareness to the public on the importance of energy management and efficiency, especially on the energy efficiency labels of electrical appliances that has been introduced by the Government through the Energy Commission (ST); and
- Support the Government's aspirations in the process of promoting energy savings, energy efficiency, low carbon approach, and sustainable energy initiatives which indirectly helps Malaysia achieve its carbon reduction targets.

15.Can a tenant of a rental housing apply for the e-Rebate?

Yes, this is permissible. However, tenants must inform the owners of the rental housing and get their permission first before making an application for the e-Rebate.

16.Can the ownership of the e-Rebate be transferred or changed?

The ownership of the e-Rebate **CANNOT** be transferred or changed.

17.How do I check my application status for the e-Rebate from the SAVE 3.0 Program?

Please visit www.save.seda.gov.my/publics/check to check your status for the SAVE 3.0 Program.

18.If I am interested in making a purchase through a Registered Electrical Appliance Retailer, can I bring the electricity bill in the form of a soft copy only?

Yes you can. However, you are advised to bring your MyKad and electricity bill in the form of a hard copy to facilitate the process of verifying your electrical account.

19.If I have applied for the RM200 e-Rebate via e-Commerce but I now want to apply for the RM200 e-Rebate via Registered Electrical Appliance Retailers, is this allowed?

If you have already made an application and have received the RM200 e-Rebate via e-Commerce, you must redeem it through the e-Commerce application.

If you have not received the RM200 e-Rebate via e-Commerce, you can proceed in visiting the closest Registered Electrical Appliance Retailers that have registered with SEDA Malaysia to redeem the e-Rebate and make a purchase.

20.I am interested in participating in the SAVE 3.0 Program and getting the RM200 e-Rebate, but I could not make a purchase via e-Commerce because there is no delivery option for areas in Sabah and Sarawak. What is the best solution for me?

The SAVE 3.0 Program covers Peninsular Malaysia, Sabah, and Sarawak. The delivery option will be depending on e-Commerce retailers respectively.

There are **55 Registered Electrical Appliance Retailers that have registered with SEDA Malaysia in Sabah and 81 in Sarawak**. This list of Registered Electrical Appliance Retailers will increase over time and SEDA Malaysia will update the list regularly from time to time. Please visit <https://save.seda.gov.my/publics/retailer> to view the list of Registered Electrical Appliance Retailers.

21.If I encounter a problem or an issue, how do I contact the officers for the SAVE 3.0 Program?

You can contact our officers at SEDA Malaysia as per the following:

Special Team for the SAVE 3.0 Program

Technical Development & Facilitation

SEDA Malaysia

03-8870 5800

saveenergy@seda.gov.my

www.saveenergy.gov.my