



COMPANY PROFILE

PT PLN Nusa Daya

*Driving Operational Excellence
& Green Business Acceleration*

20 26



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PT PLN Nusa Daya



PT PLN Nusa Daya

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VISI MISI

VISION AND MISSION

VISI

VISION

Menjadi Perusahaan Pengelola Aset Ketenagalistrikan Terkemuka di Wilayah Tengah dan Timur Indonesia dan Tumbuh Berkelanjutan.

To Become a Leading Electricity Asset Management Company in the Central and Eastern Regions of Indonesia and to Grow Sustainably.





Misi

Mission

- 1. Memberikan nilai tambah yang optimal kepada PLN Group dengan memastikan ketersediaan layanan dan keberlangsungan usaha (*securing business sustainability*), optimasi dan efisiensi biaya (*optimizing cost efficiency*) dan keunggulan kompetensi dalam industri ketenagalistrikan (*leading industry capabilities*). / Providing optimal added value to the PLN Group by securing business sustainability, optimization and optimizing cost efficiency, and leading industry capabilities.**
- 2. Menjalankan bisnis *asset Operator dan Asset Manager* sistem ketenagalistrikan yang berkualitas, unggul dan efisien. / Running a quality, excellent and efficient electricity system Asset Operator and Asset Manager business.**
- 3. Berpartisipasi dalam pengembangan pembangkit listrik skala <100 MW di Kawasan Timur Indonesia di Pulau Kalimantan, Sulawesi, Maluku, Papua, dan Nusa Tenggara untuk memastikan keandalan pasokan tenaga listrik sekaligus meningkatkan kontribusi laba (*increasing profit contribution*) untuk PLN Group dengan memanfaatkan potensi pasar eksternal. / Participating in the development of <100 MW scale power plants in Eastern Indonesia to ensure reliable power supply while increasing profit contribution for the PLN Group by exploiting the external market potential.**
- 4. Mengembangkan kompetensi dan profesionalisme *Human Capital* untuk menjamin kepuasan pelanggan. / Developing Human Capital competence and professionalism to ensure customer satisfaction.**
- 5. Mewujudkan citra profesionalitas dalam menunjang pelayanan penyediaan tenaga listrik. / Creating an image of professionalism in supporting electricity supply service.**

KEUNGGULAN PLN ND

COMPETITIVE EDGE OF PLN ND

Sebagai perusahaan layanan ketenagalistrikan di Indonesia Timur, PLN ND senantiasa meningkatkan kompetensi dan tata kelola asset *manager-asset operator* dengan sasaran optimisasi kinerja, risiko dan finansial.

As an electricity service company in Eastern Indonesia, PLN ND continuously improves the competence and governance of asset managers-asset operators with the target of optimizing performance, risk and finance.



SERTIFIKASI PLN ND

PLN ND Certifications



SMK3 ISO 45001 : 2018 & PP 50 : 2012
ISO 45001:2018 & PP 50:2012 OHSE



Sistem Manajemen Mutu (ISO 9001 : 2015)
ISO 9001:2015 Quality Management System



Sistem Manajemen Lingkungan (ISO 14001 : 2015) / ISO 14001:2015
Environmental Management System



**Sistem Manajemen Anti
Penyuapan (ISO 37001 : 2016)
/ ISO 37001:2016 Anti-Bribery
Management System**



**Sistem Manajemen Aset
(ISO 55001 : 2018) / ISO
55001:2018 Asset Management
System**



**Sistem Manajemen
Terintegrasi (PAS 99 Tahun
2012) / Integrated Management
System (PAS 99 Year 2012)**

Aset Fisik / Physical Asset:
MATERIAL BERKUALITAS TINGGI / HIGH QUALITY MATERIALS



Pembangkit Listrik (PLTD) total Kapasitas 6,75 MW /
 Power Plant (PLTD) with total capacity of 6.75 MW



Pipa Gas (6") total panjang 3075 M /
 Gas Pipe (6") with total length of 3075 M



Jaminan material berkualitas dilakukan melalui Pengelolaan Supply Chain Management yang terdigitalisasi melalui Aplikasi SCM / Quality material assurance is carried out through digitalized Supply Chain Management via the SCM Application.



Perlengkapan
 Equipment:

- **Stick 20 kV**
- **Visibilitas termal / Thermovision**
- **Ultrasonografi / Ultrasound**
- **Mobil Operasional 790 unit /**
790 units of Operational Vehicles

- **Motor Operasional 820 unit /**
820 units of Operational Motorcycles
- **Motor Angkut 3 unit /**
3 Units of Transport Motorcycles

Aset Manusia / Human Asset:
TENAGA KERJA UNGGUL EXCELLENT MAN POWER

Jumlah Pegawai PLN ND
 Total PLN ND Employees:



350
 Orang / People

Teknisi
 Technicians



8.141
 Personil / Personnel

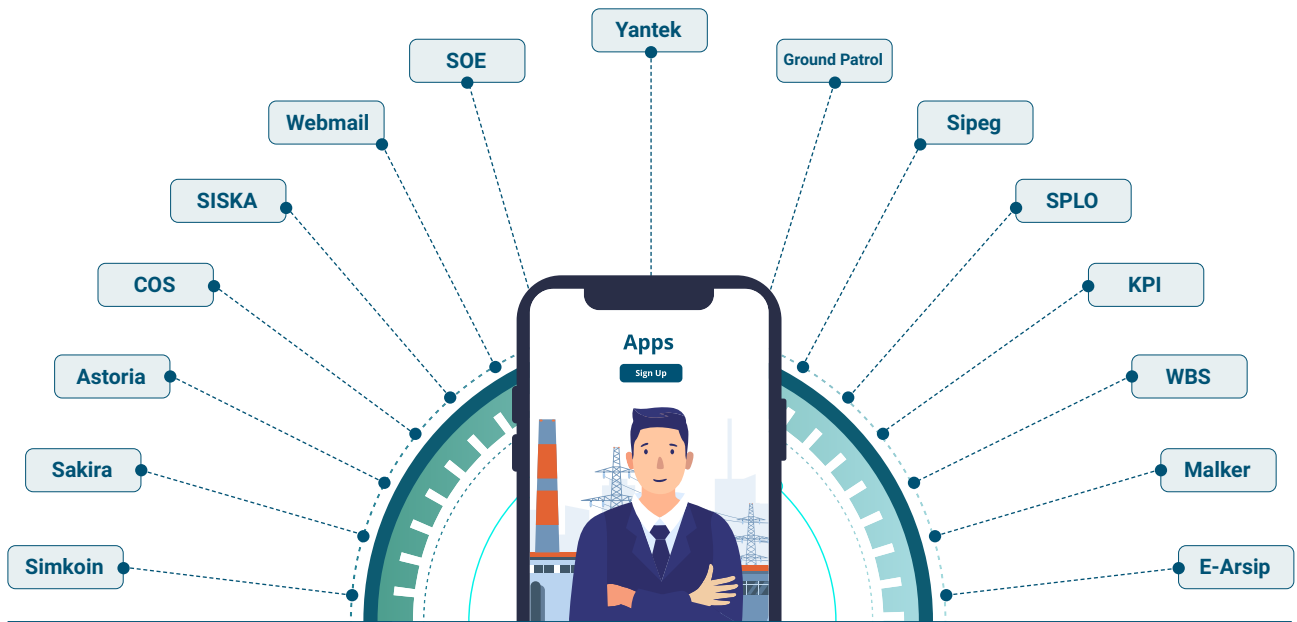
Tenaga Ahli Daya
 Outsourced Workers:



23.676
 Orang / People



Aset Informasi / Information Asset:
APLIKASI / APPLICATION



Intangible Asset

Brand sebagai penyedia layanan ketenagalistrikan di Indonesia Timur.
 Brand as an electricity services provider in Eastern Indonesia.

Telah bekerja sama dengan seluruh Unit Bisnis PLN di Indonesia Timur dan PLN Kantor Pusat serta Subholding PLN.
 Has collaborated with all PLN Business Units in Eastern Indonesia, PLN Head Office and PLN Subholding.

Kerja sama dengan:
 Cooperation with:



PRODUK DAN LAYANAN

PRODUCTS AND SERVICES

1

OPERASI DAN MAINTENANCE (O & M) PEMBANGKIT

1. PLTD
2. (PLTMG)
3. (PLTU)
4. (EBT)



2

OPERASI DAN MAINTENANCE (O & M) TRANSMISI

1. Operator Gardu Induk
2. Ground Patrol



3

OPERASI DAN MAINTENANCE (O & M) DISTRIBUSI

1. Pelayanan Keandalan/Gangguan
2. Inspeksi
3. Pemeliharaan
4. ROW



4

BILLING MANAGEMENT (BILLMAN)

1. CATER Pra/Pasca
2. Pengendalian Piutang
3. PDIL



5

UNIT LISTRIK DESA (ULD)

1. Pengelolaan Pembangkit
2. Pengelolaan Distribusi
3. Pengelolaan Pelanggan
4. Pengelolaan Energi Primer



6

PENYEDIAAN PEMBANGKIT

1. Partisipasi Pengembangan Pembangkit IPP < 100 MV
2. Penyediaan EBT
3. Penyediaan Pembangkit



A photograph of a large industrial power plant interior. The scene is filled with complex machinery, pipes, and structural beams. Several workers in red safety gear are visible, engaged in maintenance or operational tasks. The lighting is bright, highlighting the scale of the facility. The text 'GENERATOR O & M' is prominently displayed in large white letters, with 'BUSINESS PROCESS OF PLN NUSA DAYA' written below it in smaller white letters.

GENERATOR O & M

BUSINESS PROCESS OF PLN NUSA DAYA

OPERASI DAN MAINTENANCE (O & M) PEMBANGKIT

Operasi dan *Maintenance* (O & M) Pembangkit

Operation and Maintenance (O&M) of Power Plants

PEMBANGKIT YANG DIKELOLA: | POWER PLANTS MANAGED:

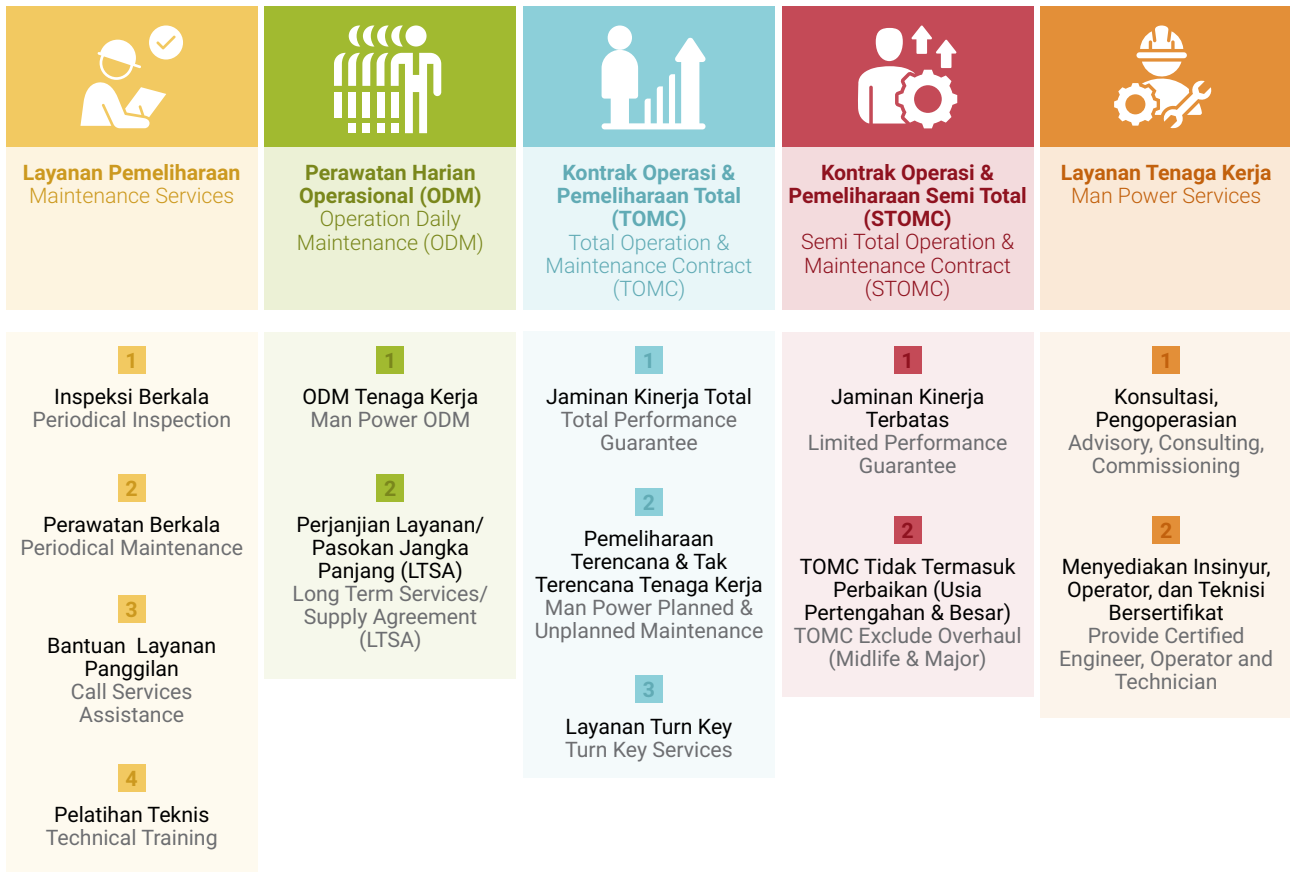
181 UNIT
UNITS



PLN ND menyediakan jasa O & M Pembangkit listrik di bawah 100 MW meliputi Pengoperasian mesin pembangkit, Pemeliharaan mesin, Pencatatan pemakaian BBM, Pemulihan gangguan mesin, Pengelolaan dan pengamanan aset, Pengelolaan limbah dan lingkungan untuk pembangkit.

PLN ND provides O&M services for power plants under 100 MW including Operation of power plants, Maintenance of machineries, Recording of oil fuel usage, Recovery of machine disturbances, Management and security of assets, Management of waste and environment for power plants.

- 1. Pembangkit Listrik Tenaga Diesel (PLTD) / Diesel Power Plant (PLTD)**
- 2. Pembangkit Listrik Tenaga Mesin Gas (PLTMG) / Gas Power Plant (PLTMG)**
- 3. Pembangkit Listrik Tenaga Uap (PLTU) / Coal-fired Power Plant (PLTU)**
- 3. Energi Baru Terbarukan (EBT) / New Renewable Energy (NRE)**



LAYANAN PEMBANGKIT: / POWER PLANT SERVICE:

AMC

LAYANAN: / Services:

1. **Manajemen energi primer & pelumas** / Primary energy & lubricant management
2. **Perencanaan dan pelaksanaan O & M** / O & M planning and implementation
3. **Pengelolaan lingkungan & K2** / Environmental & K2 management
4. **Pengadaan material & jasa** / Material & service procurement
5. **Laporan manajemen pembangkit** / Power plant management report
6. **Melaksanakan pekerjaan ancillary services** / Carry out ancillary services work

PERJANJIAN TINGKAT LAYANAN (SLA) / SERVICE LEVEL AGREEMENT (SLA):

1. **Equivalent Availability Factor (EAF)** / Equivalent Availability Factor (EAF)
2. **Equivalent Force Outage Rate (EFOR)** / Equivalent Force Outage Rate (EFOR)
3. **Specific Fuel Consumption (SFC)** / Specific Fuel Consumption (SFC)
4. **Environmental Compliance** / Kepatuhan Lingkungan
5. **K2 Compliance (Zero Accident)** / Kepatuhan K2 (Zero Accident)



PENCIPTAAN NILAI: / VALUE CREATION:

1. **Keunggulan Operasional / Operational Excellence**
(Peningkatan EAF, Penurunan EFOR dan SFC, Supply chain excellence, operasional berbasis ISO 55001, dan pengendalian berbasis digital) / (EAF Increase, EFOR and SFC Reduction, Supply chain excellence, ISO 55001-based operations, and digital-based control)
2. **Optimalisasi Penggunaan Aset / Optimizing Asset Utilities**
(Recovery dan perbaikan engine dalam peningkatan daya mampu pasok pembangkit, serta strategi reposisi aset dalam menjaga keandalan sistem) / (Engine recovery and repair in increasing the power supply capacity of power plants, as well as asset repositioning strategies in maintaining system reliability)
3. **De-dieselisasi & Hibridisasi / De-dieselisasi & Hybridization**
(Perbaikan bauran energi secara bertahap, melalui penambahan pembangkit berbasis EBT) / (Gradual improvement of the energy mix, through the addition of renewable energy-based power plants)
4. **Permintaan Tambahan / Additional Demand**
(Kecukupan daya mampu sesuai dengan pertumbuhan beban) / (Adequate power capacity in accordance with load growth)

STRUKTUR BIAYA KONTRAK AMC, MELIPUTI: / AMC CONTRACT COST STRUCTURE, INCLUDING:

Uraian / Description	Non AMC	AMC	Keterangan / Note
1. Biaya Pegawai Employee Cost	x	✓	Sesuai Perhitungan BA-Kepegawaian According to BA-Employee Calculation
2. Tenaga Kerja Labor	✓	✓	Biaya Pegawai Project AMC sesuai Regulasi (UU) AMC Project Employee Cost according to Regulation (UU)
3. Lembur Overtime	✓	✓	Biaya Overtime (Jika ada) Overtime Cost (if any)
4. Material Umum General Material)	✓	✓	Biaya Pemeliharaan rutin pembangkit P0-P5 Regular Maintenance Cost for P0-P5 Power Plants
5. Pengelolaan Lingkungan Environmental Management	x	✓	Biaya Assessment yang akan ditindaklanjuti program Assessment Cost to be followed up by the program
6. Sarana Facilities	✓	✓	Biaya Sarana – pra sarana pendukung kegiatan O&M Cost of Infrastructure supporting O&M activities
7. Pemeliharaan Korektif Corrective Maintenance	x	✓	Biaya pemeliharaan Corrective Corrective maintenance cost
8. Biaya Overhaul Overhaul Cost	x	✓	Biaya Pemeliharaan Periodik Periodic Maintenance Cost

O&M Fosil PP (PLTMG/PLTD/ PLTU) | Fossil PP O&M (PLTMG/PLTD/ PLTU)

LAYANAN: / Services:

- 1. Kegiatan Operasi PLTU, secara rutin melaksanakan pekerjaan seperti 5S-5R, Shift Meeting, Patrol Check, List Startup unit, Service Request, Logsheets local, dan juga kegiatan First Line Maintenance (FLM).** / PLTU Operation Activities, routinely carry out work such as 5S-5R, Shift Meeting, Patrol Check, List Startup Unit, Service Request, Local Logsheets, and also First Line Maintenance (FLM) activities.
- 2. Water Treatment Plant, pengendalian water storage treatment plant PLTU** / Water Treatment Plant, control of PLTU water storage treatment plant
- 3. Laboratorium: pengujian oli turbin, pengujian dan Analisa kualitas air untuk boiler, kualitas Batu bara.** / Laboratory: turbine oil testing, testing and analysis of water quality for boilers, coal quality.
- 4. Coal Handling System** / Coal Handling System
- 5. Pengelolaan logistic** / Logistic management
- 6. Kegiatan PM sesuai kalender kerja 52 Week** / PM activities according to the 52 Week work calendar
- 7. Pemantauan dan pengelolaan lingkungan, pengelolaan limbah B3 dan non B3** / Environmental monitoring and management, management of toxic and hazardous and non-toxic and hazardous waste



O&M EBT (PLTA/PLTM/PLTP/ PLTS) | EBT O&M (PLTA/PLTM/PLTP/ PLTS)

LAYANAN: / Services:

- 1. Kegiatan Operasi dan pemeliharaan PLTMH** / Operation and maintenance activities of PLTMH
- 2. Jasa Pengoperasian dan pemeliharaan PLTP** / Operation and maintenance services of PLTP
- 3. Jasa Operasi Dan Pemeliharaan (O&m) Performance Based Pltmg** / Operation and maintenance services (O&M) of PLTMG Performance Based
- 4. Pengelolaan O&M PLTS Tersebar di Wilayah Nusa Tenggara Timur** / Management of O&M of PLTS spread across the East Nusa Tenggara Region
- 5. O&M PLTD/PLTS LISDES Zona Papua** / O&M of PLTD/PLTS LISDES for Papua Zone



CEMS (Sistem Pemantauan Emisi Berkelanjutan) | CEMS (Continuous Emission Monitoring System)

LAYANAN: / Services:

1. **CEMS mercury (HG) yang terdiri atas:** / CEMS mercury (HG) which consists of:
 - Gas Sampling Analyzer / Gas Sampling Analyzer
 - Total Mercury (Hg) Analyzer / Total Mercury (Hg) Analyzer
 - Chemical Starter / Chemical Starter
 - Calibration standard solution / Calibration standard solution
2. **Consumable and sparepart for 1st year operation /**
Consumable and sparepart for 1st year operation
3. **Data Acquisition System & Data Interfacing /**
Data Acquisition System & Data Interfacing
4. **Shelter CEMS / CEMS Shelter**
5. **Bulk Material and Installation / Bulk Material and Installation**
6. **CEMS Services (engineering design, start up, commissioning and SAT at site, Training at site, One (1) year system support warranty /**
CEMS Services (engineering design, start up, commissioning and SAT at site, Training at site, One (1) year system support warranty)



PEMBANGKIT SEWA | RENTAL GENERATOR

PLN ND menyediakan pembangkit sewa dalam bentuk Mobile Power Plant ataupun Fix Power Plant. Pembangkit yang dapat disediakan berupa Pembangkit Thermal (PLTD dan PLTMG maupun EBT (PLTS) dalam bentuk Mobile Power Plant ataupun Fix Power Plant.

PLN ND provides rental generators in the form of Mobile Power Plants or Fixed Power Plants. The generators that can be provided are Thermal Generators (PLTD and PLTMG or EBT (PLTS) in the form of Mobile Power Plants or Fixed Power Plants.

LAYANAN: / Services:

1. **Kegiatan Operasi dan pemeliharaan PLTMH / PLTMH Operation and Maintenance Activities**
2. **Jasa Pengoperasian dan pemeliharaan PLTP / PLTP Operation and Maintenance Services**
3. **Jasa Operasi Dan Pemeliharaan (O&M) Performance Based PLTMG / PLTMG Performance Based Operation and Maintenance (O&M) Services**
4. **Pengelolaan O&M PLTS Tersebar di Wilayah Nusa Tenggara Timur / PLTS O&M Management Spread Across the East Nusa Tenggara Region**
5. **O&M PLTD/PLTS LISDES Zona Papua / PLTD/PLTS LISDES O&M for Papua Zone**

BIAYA LAYANAN | SERVICE FEE

- Biaya Sewa**
Rental Fee
- **Komponen A** / Component A
 - **Komponen B** / Component B
 - **Komponen D** / Component D

- Biaya Non Sewa**
Non-Rental Fee
- Biaya persiapan / Preparation Fee**
- **Komisioning** / Commissioning
 - **Pengujian** / Testing
 - **Persiapan Lahan dan UKL/UPL/Pemantauan Lingkungan** / Land Preparation and UKL/UPL/Environmental Monitoring
 - **Instalasi** / Installation
 - **Deinstalasi** / Deinstallation
 - **Mobilisasi dan demobilisasi** / Mobilization and demobilization

UTILISASI BESS PADA PLTD (PLTD PLUS BESS) | UTILIZATION OF BESS IN PLTD (PLTD PLUS BESS)

Utilisasi BESS pada PLTD merupakan kombinasi antara PLTD dengan BESS, Konsep ini bertujuan untuk meningkatkan efisiensi, stabilitas, dan keandalan sistem kelistrikan, terutama di area yang membutuhkan cadangan daya atau untuk mendukung sistem kelistrikan yang tidak selalu stabil.

BESS utilization in PLTD is a combination of PLTD and BESS. This concept aims to improve the efficiency, stability, and reliability of the electrical system, especially in areas that require power reserves or to support an unstable electrical system.



SKEMA DESAIN PLTD + BESS:

- PLTD beroperasi.
- BESS menyimpan energi dari PLTD
- EMS mengelola aliran energi
- BESS dapat menyuplai daya langsung ke beban,
- PLTD berfungsi sebagai pengisi ulang untuk BES

PLTD + BESS DESIGN SCHEME:

- PLTD operates
- BESS stores energy from PLTD
- EMS manages the energy flow
- BESS can supply power directly to the load
- PLTD functions as a recharger for BESS

PERALATAN UTAMA:

- Genset Diesel
- BESS
- PCS
- EMS

MAIN EQUIPMENT:

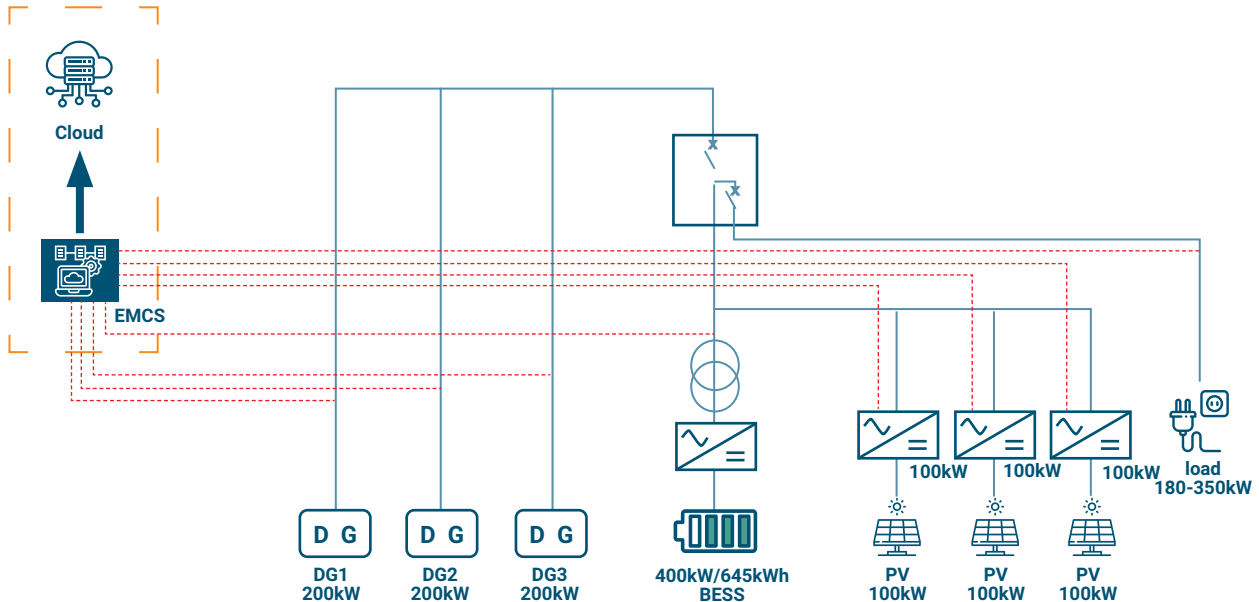
- Diesel Generating Set
- BESS
- PCS
- EMS

PLTS HYBRID | HYBRID PLTS

PLN ND menyediakan layanan pembangkit dengan konsep hidridisasi (PLTD – PLTS plus BESS)

PLN ND provides power generation services with a hybridization concept (PLTD – PLTS plus BESS)

SKEMA LAYANAN: | SERVICE SCHEME:



PLTS Hybrid Maratua Dengan Kapasitas 300 kWP Merupakan Pembangkit Listrik Hybrid Pertama Di Indonesia Yang Beroperasi Di Pulau Terluar.

- Kapasitas PLTD: 300 kWP, dengan Battery 600 kWh dapat memberi dukungan Fuel Mix Sebesar 20%
- Beban Puncak
- Penghematan BBM : Rp 5.4 jt/hari = Rp 1.97 M/Thn

Maratua Hybrid PLTS with a capacity of 300 kWP is the first Hybrid power plant in Indonesia operating on the outermost island.

- PLTD capacity: 300 kWP, with a 600 kWh Battery can support a Fuel Mix of 20%
- Peak Load
- Fuel Savings: Rp5.4 million / day = Rp1.97 M / Year

HIGHLIGHT: | HIGHLIGHT:

Pilot project PLTS Hybrid PLN Nusa Daya berada di Kepulauan Maratua kapasitas 300 kWP dan BESS 600 kWh.

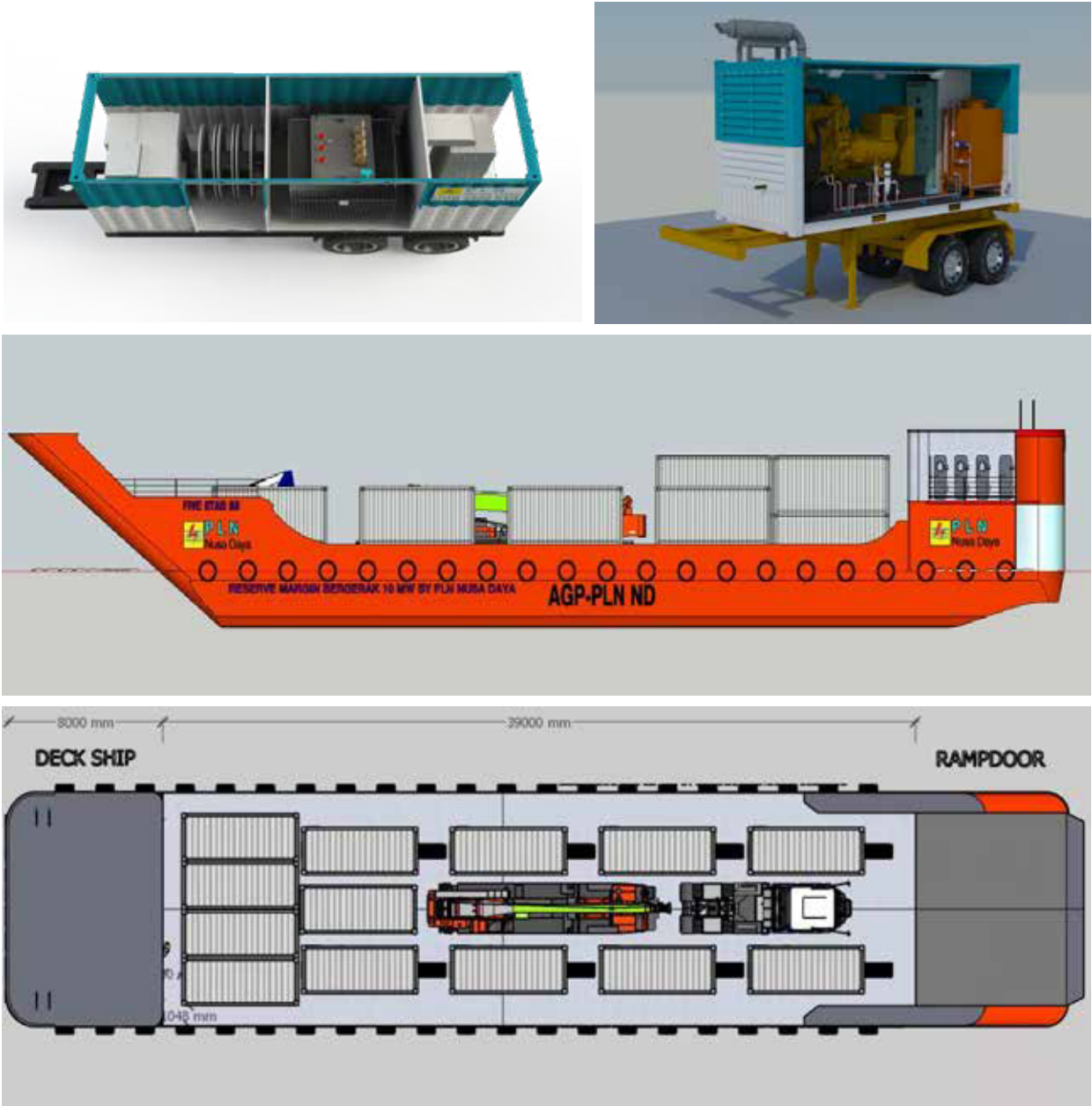
The PLN Nusa Daya Hybrid PLTS pilot project is located in the Maratua Islands with a capacity of 300 kWp and BESS 600 kWh.



RESERVE MARGIN BERGERAK MENGGUNAKAN LCT | MOVING MARGIN RESERVE USING LCT

PLN ND menyediakan pembangkit untuk memenuhi kebutuhan suplai Listrik pada sistem kelistrikan dalam kondisi siaga/defisit dan back up.

PLN ND supplies generators to fulfil the electricity requirements of the system during standby, deficit, and backup situations.



BIAYA LAYANAN | SERVICE FEE

Tarif sewa pembangkit (Engine)
Engine rental fee

Tarif LCT / LCT Fee

1. • **Tarif Fix untuk tarif sewa LCT / Fixed Rate for LCT rental rates**
2. • **Tarif Var untuk biaya Perijinan, BBM dan Mobilisasi Darat / Var Rate for Licensing, Fuel and Land Mobilization costs**



TRANSMISSION O & M

BUSINESS PROCESS OF PLN NUSA DAYA

OPERASI DAN MAINTENANCE (O & M) TRANSMISI

Operasi dan Maintenance (O & M) Transmisi

Operation and Maintenance (O&M) of Transmission

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UNITS

TRANSMISI YANG DIKELOLA: | TRANSMISSION MANAGED:

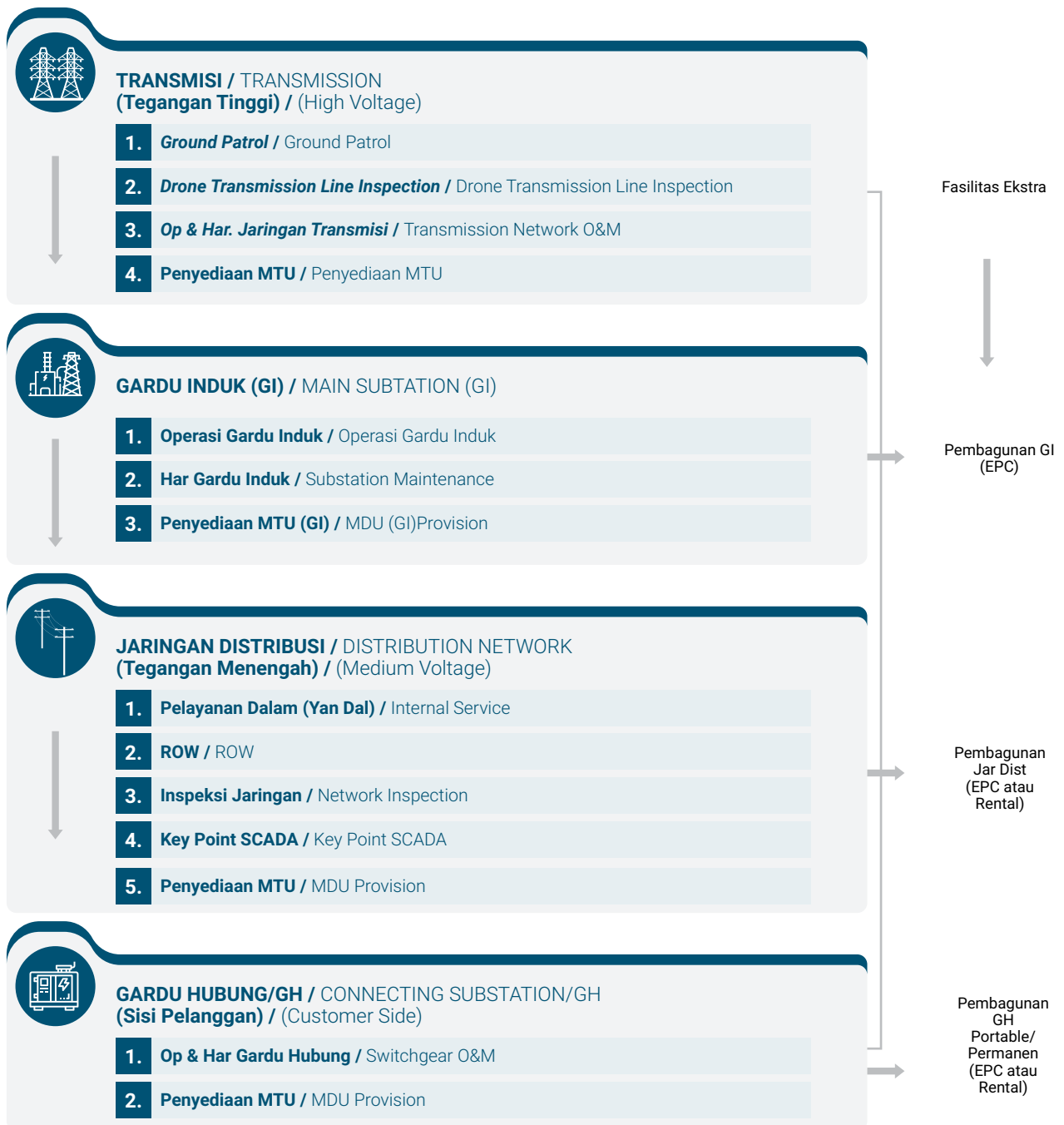
LAYANAN TRANSMISI: / TRANSMISSION SERVICES:

OPERATOR GARDU INDUK | SUBSTATION OPERATOR

PLN ND menyediakan jasa operasi dan pemeliharaan, meliputi pencatatan, kontrol, dan penyetelan peralatan.

PLN ND provides operation and maintenance services, including recording, control, and equipment adjustment.

End to End Grid Care Services / End-to-End Grid Care Services





O&M Transisi Gardu Induk/O&M Jaringan Distribusi Gardu Hubung

Skema End to End Grid Care / End-To-End Grid Care



ASSET MANAGEMENT CONTRACT (AMC) TRANSMISI | TRANSMISSION ASSET MANAGEMENT CONTRACT (AMC)





PENYEDIAAN ALAT PEKERJAAN DALAM KEADAAN BERTEGANGAN TRAFO TRANSMISI (PDKB TT) |

**PROVISION OF WORK TOOLS IN TRANSMISSION TRANSFORMER VOLTAGE CONDITIONS
(PDKB TT)**

PLN ND melayani Pembangunan instalasi, pengoperasian & pemeliharaan instalasi Trafo Transmisi (TT).

PLN ND provides the Construction of installations, operations & maintenance of Transmission Transformer (TT) installations services.

LAYANAN: / SERVICES:

- 1. Pembangunan Gardu induk / Construction of main substations**
- 2. Pembangunan Jaringan / Construction of Networks**
- 3. Pengoperasian Gardu Induk & Jaringan / Operation of Main Substations & Networks**





DISTRIBUTION O & M
BUSINESS PROCESS OF PLN NUSA DAYA

**OPERASI DAN MAINTENANCE
(O & M) DISTRIBUSI**

Operasi dan *Maintenance* (O & M) Distribusi

Operation and Maintenance (O&M) of Distribution

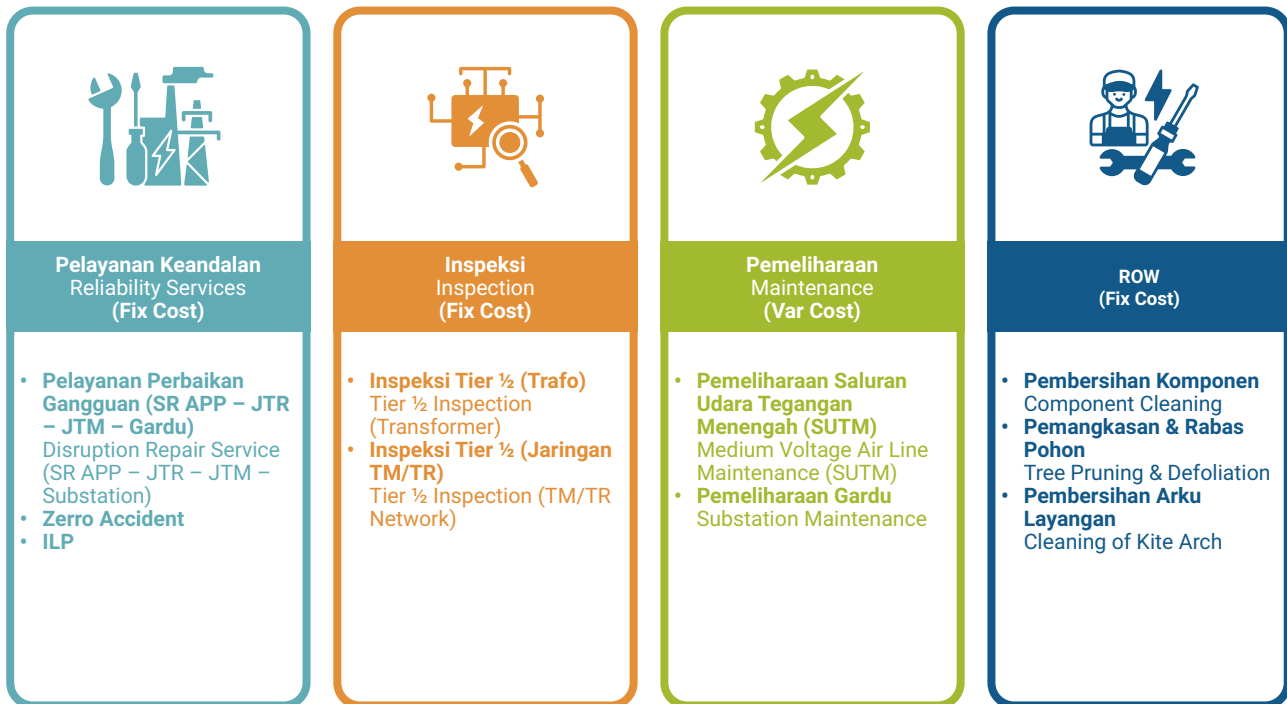
TOTAL DISTRIBUSI YANG DIMILIKI: | TOTAL DISTRIBUTION OWNED:

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UNITS



PLN ND memberikan Jasa Operasi dan Pemeliharaan yang meliputi Pengoperasian, Pemeliharaan dan Inspeksi Jaringan Distribusi, Melaksanakan Perbaikan Jaringan, dan Perbaikan kWh Meter Distribusi. Keandalan pelayanan teknik (yantek) mampu menghendel jaringan listrik Tegangan Menengah (TM) 20 kV dan Tegangan Rendah (TR) 220 V. PLN ND provides Operation and Maintenance Services which include Operation, Maintenance, and Inspection of Distribution Networks, Implementing Network Repairs, and Repairing Distribution kWh Meters. The reliability of technical services is capable of handling 20 kV Medium Voltage (TM) and 220 V Low Voltage (TR) electricity networks.

O&M DISTRIBUSI



VALUE CREATION:

Operational Excellence / Operational Excellence	Additional Demand / Additional Demand	Pelaksanaan Program Korporat / Corporate Program Implementation	Asset Utilization / Asset Utilization
<p>Pencapaian kinerja distribusi (SAIDI, SAIFI, RCT, RPT), melalui / Distribution performance achievement (SAIDI, SAIFI, RCT, RPT), through:</p> <ul style="list-style-type: none"> • Optimalisasi inspeksi berbasis <i>Drone</i> dan pelaksanaan Tier 2, / Optimization of Drone-based inspections and implementation of Tier 2 • Peningkatan performa petugas melalui OMYO, / Improvement of officer performance through OMYO • Ketersediaan Alat berat: <i>crane /skylift</i> untuk kelancaraan pemeliharaan / Availability of heavy equipment: crane / skylift for smooth maintenance • Pelaksanaan <i>assessmen kabel</i> / Implementation of cable assessment • AMC <i>Keypoint – Scada</i> / AMC Keypoint - Scada • Pengembangan <i>Radio Komunikasi</i> / Development of Radio Communication • Layanan Pemeliharaan Langsung Tegangan Menengah (PDKB TM) / Services Live Maintenance Medium Voltage (PDKB TM) 	<p>Support VVIP, melalui <i>penyediaan</i>: / VVIP Support, through the provision of:</p> <ul style="list-style-type: none"> • <i>Genset</i> / Generator • <i>UPS</i> • <i>Unit Kabel Bergerak</i> / Mobile Cable Unit • <i>Unit Trafo Bergerak</i> / Mobile Transformer Unit 	<p>Optimalisasi kinerja <i>trafo distribusi</i> melalui <i>manajemen trafo distribusi</i> / Optimizing distribution transformer performance through distribution transformer management</p>	<ul style="list-style-type: none"> • <i>Support implementasi AMI</i> / Supporting AMI Implementation • <i>Mendukung pengembangan ekosistem EV sebagai kendaraan operasional</i> / Supporting the the development of the EV ecosystem as an operational vehicle

PELAYANAN TEKNIK (YANTEK) DISTRIBUSI: / DISTRIBUTION TECHNICAL SERVICES:

1. **Pemeliharaan jaringan TM dan TR / TM and TR network maintenance**
2. **Pemeliharaan Gardu / Substation maintenance**
3. **Right of Way (ROW) inspection / Right of Way (ROW) inspection**
4. **Pemeliharaan Korektif dan preventif JTM, JTR dan Gardu / orrective and preventive maintenance of JTM, JTR and Substation**
5. **Perbaikan gangguan dan preventif JTM, JTR dan Gardu / Disturbance repair and preventive maintenance of JTM, JTR and Substation**
6. **Penormalan/perbaikan jaringan distribusi / Distribution network normalization/repair**
7. **Inspeksi jaringan distribusi / Distribution network inspection**





BILLING MANAGEMENT

BUSINESS PROCESS OF PLN NUSA DAYA

BILLING MANAGEMENT (*BILLMAN*)

Billing Management (Billman)

Billing Management

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UNIT
UNITS

TENAGA BILLMAN: | BILLMAN LABORS:



LAYANAN: / SERVICES:

1. PENCATATAN PRA BAYAR PREPAID RECORDING

- Tenaga Kerja (TK) menggunakan Petugas Cater / Labor (TK) using Cater Officer
- Pelaksanaan: 4 hari kerja / Implementation duration: 4 working days

2. PEMUTUSAN / TUSBUNG | DISCONNECTION / TUSBUNG (DISCONNECTION / CONNECTION)

- Tenaga Kerja (TK) menggunakan Petugas Cater dan Petugas Tusbung / Labor (TK) using Cater Officer and Tusbung Officer
- Pelaksanaan pemutusan untuk 3 bulan ke atas
- Waktu pelaksanaan:
 - 20 hari kerja oleh Petugas Cater / 20 working days by Cater Officer
 - 31 hari oleh petugas Tusbung / 31 days by Tusbung Officer

3. BACA METER (CATER)) PRA & PASCA PRE- AND POST-METER READING (CATER)

- Tenaga Kerja (TK) menggunakan Petugas Cater / Labor (TK) using Cater Officer
- Waktu persiapan: 1 hari kerja / Preparation: 1 working day
- Waktu pelaksanaan: 6 hari kerja / Implementation: 6 working days

4. PENGENDALIAN PIUTANG ACCOUNTS RECEIVABLE CONTROL

- Tunggakan maksimal 3 lembar / Maximum arrears of 3 sheets
- Penagihan untuk pelanggan umum <33 kVA / Billing for general customers <33 kVA

5. PEMASARAN ICONNET ICONNET MARKETING



BEYOND KWH

BUSINESS PROCESS OF PLN NUSA DAYA

Beyond KWH

Beyond KWH

Beyond Kwh



Komitmen untuk membangun ekosistem kendaraan listrik dijalankan oleh PLN ND dengan menyediakan layanan Electric Vehicle, baik pembangunan SPKLU, Home Charging Services, maupun penyediaan EV Rent.
 The commitment to build an electric vehicle ecosystem is carried out by PLN ND by providing Electric Vehicle services, both SPKLU construction, Home Charging Services, and EV Rent provision.

Layanan Beyond kWh / Beyond kWh Services:

1. **Pembangunan SPKLU / SPKLU Construction**
2. **Home Charging Services**
3. **Penyewaan Electric Vehicle (EV) / Electric Vehicle (EV) Rental**

Layanan / Service	Deskripsi / Deskripsi
	SUPPORT ICON+ melalui program Service Point (Serpo) Iconnet / <i>SUPPORT ICON+ through the Iconnet Service Point (Serpo) program</i>
ListriQu	Pelaksanaan program ListriQu / <i>ListriQu program implementation</i> <ul style="list-style-type: none"> • Residential • Premium
SPKLU / EV Charging	Pemasangan Home Charging / <i>Home Charging Installation</i>
PV Rooftop	Pelayanan total solusi PLTS di atap rumah atau degung / <i>Total service for PLTS solutions on rooftops</i>

Penyediaan Pembangkit

Power Plant Provision



PLN ND menyediakan jasa layanan operasi dan *maintenance* pembangkit.
PLN ND provides power plant operation and maintenance services.

LAYANAN: / SERVICES:

1. **Partisipasi Pembangkit IPP < 100 MW / IPP Power Plant Participation <100 MW**
2. **Pengadaan EBT / NRE Procurement**

Building Management

Building Management



LAYANAN BUILDING MANAGEMENT: / BUILDING MANAGEMENT SERVICES:

1. **Cleaning Services**

2. **Security**

3. **EV/ ICE RENT**

4. **Office Admin**

SUPPORT SERVICES

SUPPORT SERVICES

1

AMC Scada Keypoint

AMC Scada Keypoint

- Pemetaan *Asset Key Point* / Key Point Asset Mapping
- Perbaikan *Key point* / Key Point Repair
- Peningkatan *Availability Key Point* / Key Point Availability Improvement
- Percepatan *Penormalan Supplay Listrik* / Acceleration of Electricity Supply Normalization

2

Inspeksi Tier-2

Tier-2 Inspection

Pemanfaatan *Drone* atau *Ultrasound* sebagai alat bantu Inspeksi Tier-2, jaringan yang lebih presisi sehingga potensi gagal supplay listrik dapat ditekan.

Utilization of Drones or Ultrasound as Tier-2 Inspection aids, a more precise network so that the potential for electricity supply failure can be reduced.



Drone



Ultrasound



3

Cable Detection

Cable Detection

Pendeteksian dan pendataan asset kabel tanah sehingga dapat memperkecil dan mempercepat waktu padam.

Detection and recording of ground cable assets so as to reduce and speed up outage time.



4

Assessment Trafo

Transformer Assessment

Penyediaan jasa pelaksanaan penilaian terhadap kemampuan terkini Trafo dan perbaikan Transformator Distribusi 20 kV

Provision of services for assessments of current Transformer capabilities and repairs of 20 kV Distribution Transformers.



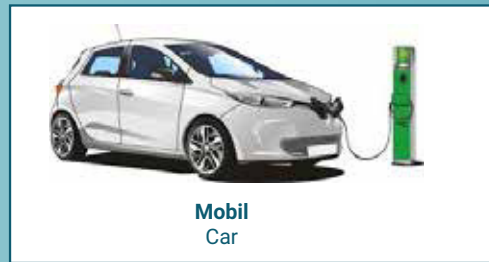
5

EV Infrastruktur

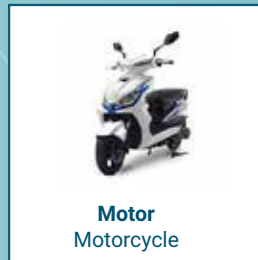
EV Infrastructure

Penyediaan Sewa Kendaraan Listrik Operasional berikut Pembangunan serta pemeliharaan SPKLU.

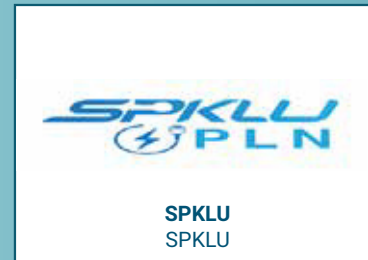
Provision of Operational Electric Vehicle Rentals including Construction and maintenance of SPKLU.



Mobil
Car



Motor
Motorcycle



SPKLU
SPKLU

6

Infrastruktur Pendukung

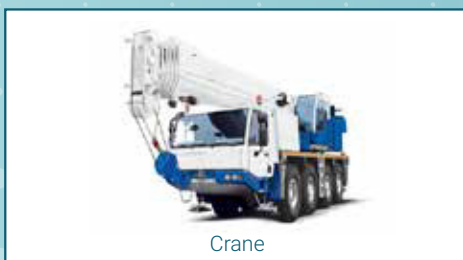
Supporting Infrastructure

Penyediaan *Crane* dan *Skyift* sebagai infrastruktur pendukung dalam kegiatan Distribusi yang bermanfaat untuk mempermudah dan mempercepat kegiatan pemeliharaan sehingga pemadaman bisa ditekan.

Provision of Cranes and Skyifts as supporting infrastructure in Distribution activities which are useful for facilitating and accelerating maintenance activities so that blackouts can be reduced.



Skyift



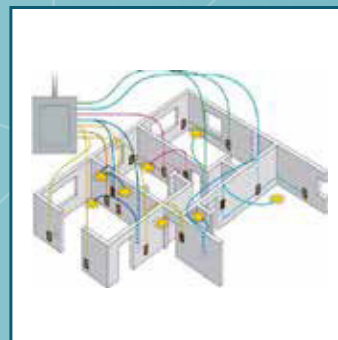
Crane

7

Layanan IML

IML Services

Pembangunan instalasi kelistrikan milik pelanggan, pengurusan NIDI dan SLO.
Construction of customer-owned electrical installations, management of NIDI and SLO.



8

Back Up VVIP

Back Up VVIP

Penyediaan UPS dan Genset untuk *Back-up supply* kelistrikan untuk Pelanggan maupun Kegiatan VVIP.

Provision of UPS and Genset for electrical back-up supply for VVIP Customers and Activities.



UPS



Genset

9

Back Up Quality Supply

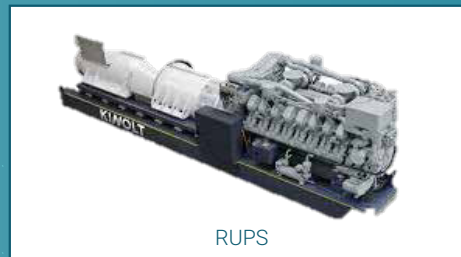
Back Up Quality Supply

Penyediaan DRUPS atau RUPS kepada pelanggan yang memerlukan *Back-up* kualitas Supplay Listrik.

Provision of DRUPS or RUPS to customers who require quality back-up electricity supply.



DRUPS



RUPS

10

Green Island Services

Green Island Services

Layanan kelistrikan secara *end-to-end* dari pembangkitan hingga pelayanan pelanggan di daerah Kepulauan dengan konsep Green, *Smart*, dan *Beautiful*.

End-to-end electricity services from generation to customer service in the Islands area with the concept of Green, Smart, and Beautiful.

DEMOGRAFI STATUS PEGAWAI

Sumber daya manusia yang kompeten dan tersebar strategis mendukung keunggulan operasional PLN Nusa Daya di seluruh Indonesia.



UP KIT ACEH & SUMBAGUT

Organik	1
Tugas Karya PLN (AMC)	7

TOTAL 8



KANTOR PUSAT

Organik	17
Pro Hire ND	3
Pro Hire PCN	1
TUGAS KARYA PCN	2
Tugas Karya PLN (AMC)	1
Tugas Karya PLN (Non AMC)	27

TOTAL 51



UP KALIMANTAN 3

Organik	13
TUGAS KARYA PCN	5
Tugas Karya PLN (AMC)	2
Tugas Karya PLN (Non AMC)	5

TOTAL 25



UP KALIMANTAN 1

Organik	6
TUGAS KARYA PCN	2
Tugas Karya PLN (AMC)	5
Tugas Karya PLN (Non AMC)	10

TOTAL 23



UP KIT RIAU & KEPULAUAN RIAU

Organik	1
Tugas Karya PLN (AMC)	10

TOTAL 11



KANTOR OPERASIONAL JAKARTA

Organik	6
Pro Hire ND	3
Pro Hire PCN	1
Tugas Karya PLN (AMC)	3
Tugas Karya PLN (Non AMC)	18

TOTAL 31



UP KIT BABEL, SUMBAGSEL & JAWA

Tugas Karya PLN (AMC)	1
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TOTAL 1



UP NUSRA

Organik	2
TUGAS KARYA PCN	1
Tugas Karya PLN (Non AMC)	9

TOTAL 12



350

Total Pegawai mendukung operasional PLN Nusa Daya



12

Unit Pelaksana tersebar strategis di seluruh Indonesia



8.141

Teknisi siap mendukung keandalan operasional dan layanan terbaik

TOTAL PEGAWAI

350
Orang

TEKNISI

8.141
Personil

**TENAGA AHLI DAYA
(OUTSOURCED WORKERS)**

23.676
Orang

* Data per 31 Maret 2026



REKAPITULASI PEGAWAI BERDASARKAN KATEGORI

	Organik	63
	Pro Hire ND	12
	Pro Hire PCN	2
	Tugas Karya ES	1
	TUGAS KARYA PCN	25
	Tugas Karya PLN (AMC)	140
	Tugas Karya PLN (Non AMC)	107
TOTAL		350

23.676
Tenaga Ahli Daya
(Outsourced Workers)
memperkuat kapabilitas
operasional



DIDUKUNG OLEH

SUPPORTED BY

PLN Group



PELANGGAN

CUSTOMERS

Kami telah terbukti andal dalam melayani dan mendukung berbagai industri dan instansi. Solusi ketenagalistrikan kami dirancang untuk memastikan efisiensi dan keandalan maksimal melalui pengalaman yang sudah terbukti.

We have proven our reliability in serving and supporting various industries and agencies. Our electrical solutions are designed to ensure maximum efficiency and reliability through proven experience.



PENGHARGAAN PLN ND

PLN ND AWARD



1. Penghargaan Best Service & Solution di Electricity Connect

Best Service & Solution Award at Electricity Connect

2. SNI Award Badan Standardisasi Nasional (BSN)

SNI Award from the National Standardization Agency (BSN)

3. Piagam Penghargaan dari Museum Rekor Dunia Indonesia (MURI) – Pembangkit Listrik Hibrida Pertama yang beroperasi di Pulau Terluar

Award Certificate from the Indonesian World Record Museum (MURI) – The First Hybrid Power Plant Operating on an Outer Island

4. Penghargaan Tanda Kehormatan dari Listrik Indonesia dalam kategori "Jasa Operasi & Pemeliharaan"

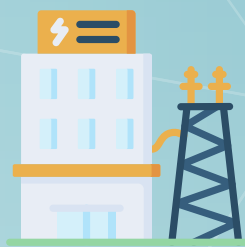
Honorary Medal Award from Listrik Indonesia in the category of "Operation & Maintenance Services"

HUBUNGI PLN ND

CONTACT US

Perusahaan Layanan Ketenagalistrikan Terkemuka Se-Asia Tenggara Serta menjadi pilihan utama pelanggan di wilayah Kalimantan, Sulawesi, Maluku, Papua dan Nusa Tenggara.

The Leading Electricity Service Company in Southeast Asia and the preferred choice for customers in the Kalimantan, Sulawesi, Maluku, Papua, and Nusa Tenggara regions.



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