



swb customer service

SWB MADE EASY

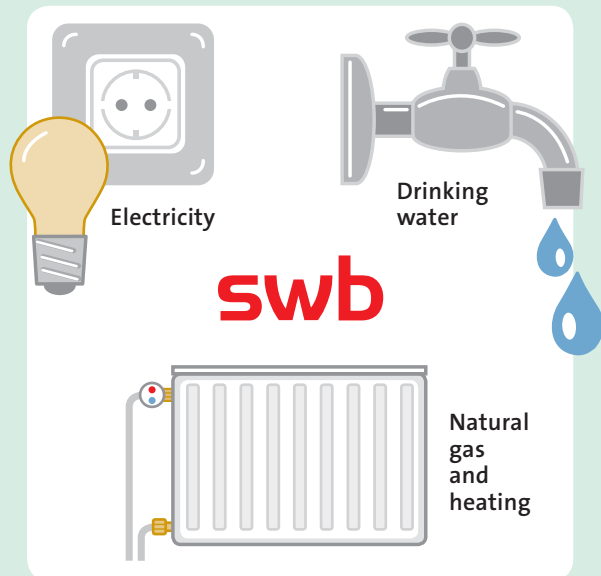
swb provides Bremen and Bremerhaven
with electricity, natural gas, drinking water,
heating and telecommunications

swb

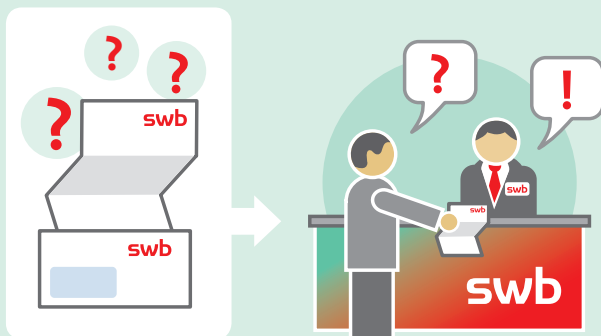
FÜR HEUTE. FÜR MORGEN. FÜR MICH.

What is swb?

swb is the energy provider for Bremen and Bremerhaven. This information sheet gives you an overview of everything you need to know to allow us to supply you with electricity, natural gas and drinking water.



We will be more than happy to answer any questions you may have about your energy and drinking water supply at our swb customer service centres – from the registration process to annual billing.



How do I register with swb?

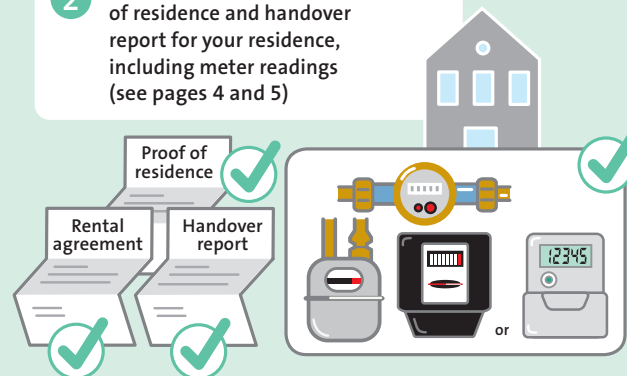
You can register your own home with swb. Just visit one of the swb customer centres and bring the following documents with you.

You will need the following to register:

- 1 Valid form of identification



- 2 Rental agreement with proof of residence and handover report for your residence, including meter readings (see pages 4 and 5)



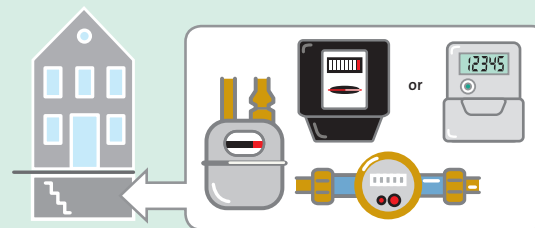
- 3 Please bring an interpreter with you or have them available on the phone.*



* See page 8 for information on Covid-19.

What else does swb need?

- > Meter readings for electricity, natural gas and drinking water
- > Number of people living in your household
- > Your bank details

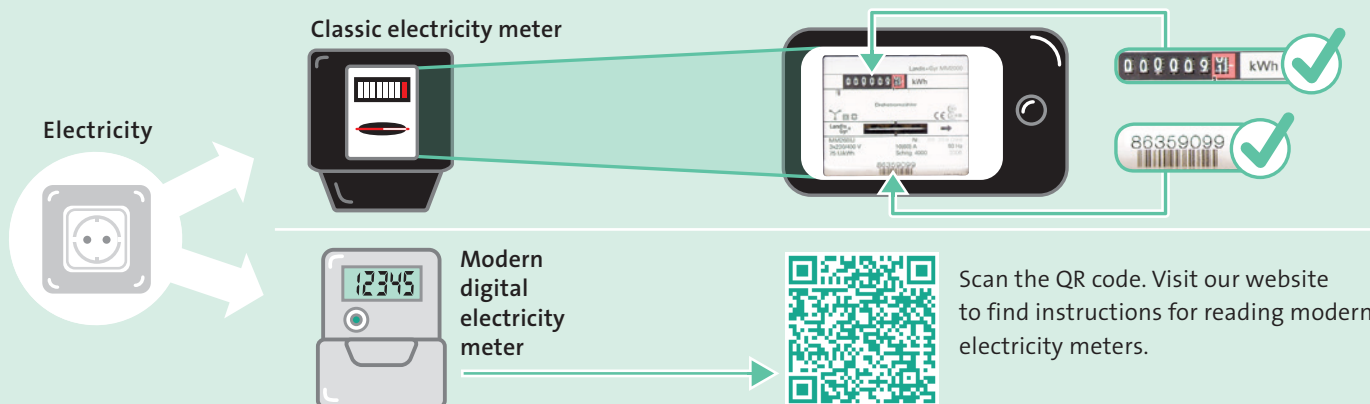


How to take your meter readings

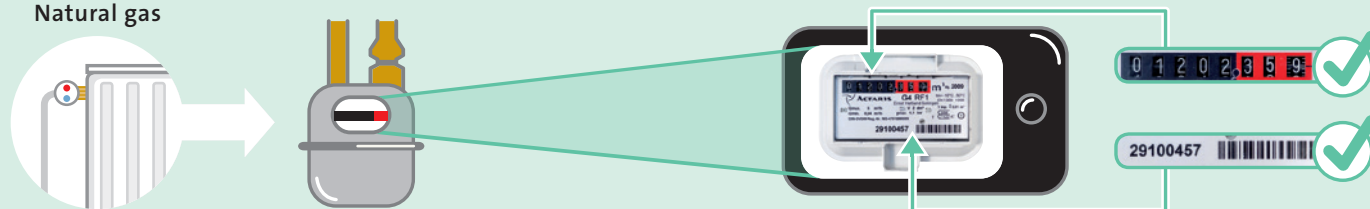
Simply take a photo of your meter readings with your smartphone or write them down before you come to see us. We need these meter readings so we can bill you for your consumption each year.

Please make sure that the numbers on your meters look like those shown in the examples below. These meters are often installed in the cellars of buildings. Please contact your landlord if you are unsure which meter is the right one for your flat.

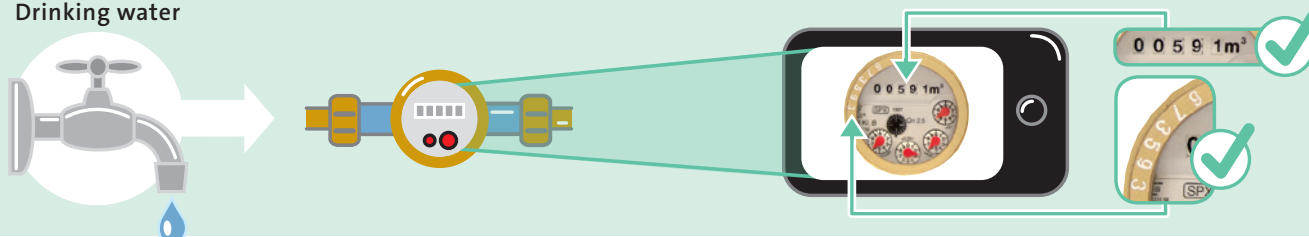
Electricity



Natural gas

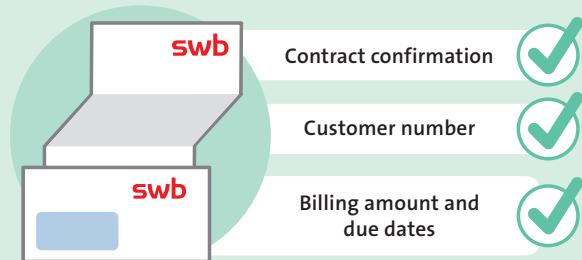


Drinking water



What happens next?

You will receive mail from us once you have registered with swb. The letter will include the contract confirmation, your customer number, details of your payments on account and the due dates for these amounts.



After three months, please visit us again in the swb customer centre with your latest meter readings (see pages 4 and 5). We will then check whether the monthly instalments correspond to your actual usage.

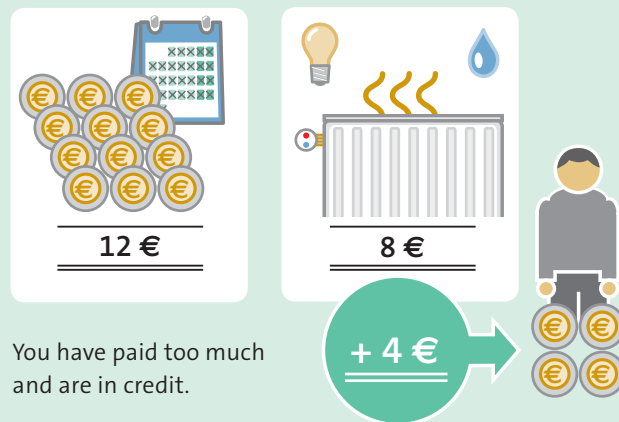


What are payments on account?

You will make monthly payments on account based on our calculation of your estimated consumption. Your usage will depend on the number of people in your household and your consumption habits. swb will prepare an annual statement once a year and determine whether the monthly instalments match up with your actual consumption.

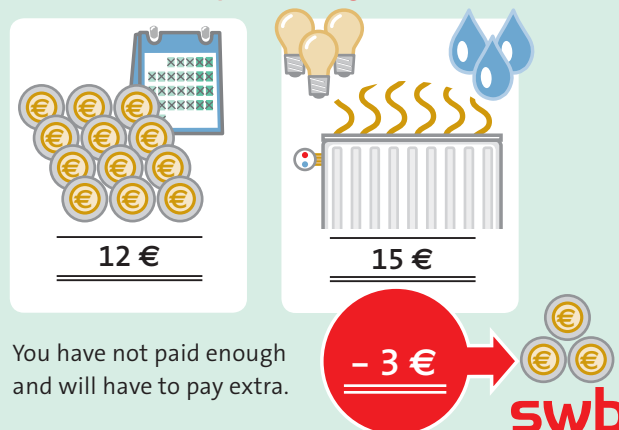
There are then two possibilities:

1. You have paid too much



You have paid too much and are in credit.

2. You have not paid enough



You have not paid enough and will have to pay extra.

Where we are



Bremen

Central Bremen
Schüsselkorb 3
28195 Bremen
Germany



North Bremen
Reeder-Bischoff-
Strasse 61
28757 Bremen
Germany



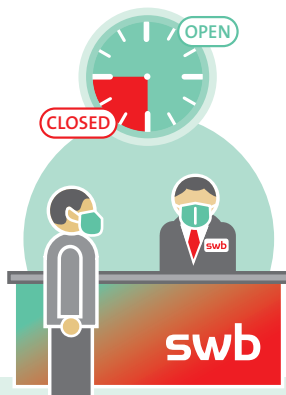
Bremerhaven

**Bürgermeister-
Smidt-Strasse 49**
27568 Bremerhaven
Germany

Opening hours

Visit [swb.de/termin](https://www.swb.de/termin).
for our opening hours.

**Information on
Covid-19:**
visit our website to find
the current rules on
Covid-19.



What does it all mean?

Billing amount: You will make monthly payments on account to swb for your energy usage. The amount you are charged will depend on how much electricity you have used over the year. If you are a new customer, we will estimate your usage to begin with (see page 7).

Account statement: swb will send you an account statement each year. This will tell you whether you will be getting some money back (credit) or if you will have to pay extra (outstanding amount). It will also provide details of your new monthly payments on account.

Direct debit: Your payments on account will be deducted from your account on a monthly basis if you issue a direct debit authorisation (SEPA mandate) to swb.

Reminders and energy stoppage: If your payment is not received on time, you will receive a reminder from swb a week after the due date. Your energy supply will be interrupted four weeks later if you fail to pay at this time.

Meter number: Each swb meter has a number. This meter number is unique. We use it to identify the right meter for your consumption point (see page 5).

Meter readings: swb requires your meter readings for annual billing purposes. A member of staff from swb will visit your home to take these readings. Alternatively, you will receive a card from us in the post. Please enter your meter reading onto this card and send it back to us.

Consumption: Your use of electricity, natural gas and heating is calculated in kilowatt-hours (kWh), whereas your water consumption is stated in cubic metres (m³).

Energy products: swb has a wide range of energy products. If you register with us, we will be more than happy to offer you the right product for your needs.

Notes



Mobile phone, DSL and fibre broadband

Do you need a new mobile phone plan?

And a new smartphone to go along with it?

You've come to the right place! Find out which plan best suits you by getting in touch with our swb customer centre. You will also receive offers for swb DSL 25, 50, 100 or fibre broadband.

swb Vertrieb Bremen GmbH

T +49 (0)421 3593 590

swb-Kundencenter Bremen

Schüsselkorb 3

28195 Bremen

Reeder-Bischoff-Strasse 61

28757 Bremen

swb Vertrieb Bremerhaven GmbH & Co. KG

T +49 (0)471 4771 111

swb-Kundencenter Bremerhaven

Bürgermeister-Smidt-Strasse 49

27568 Bremerhaven

Get in touch: [swb.de/kontakt](https://www.swb.de/kontakt)

swb.de