



swb customer service

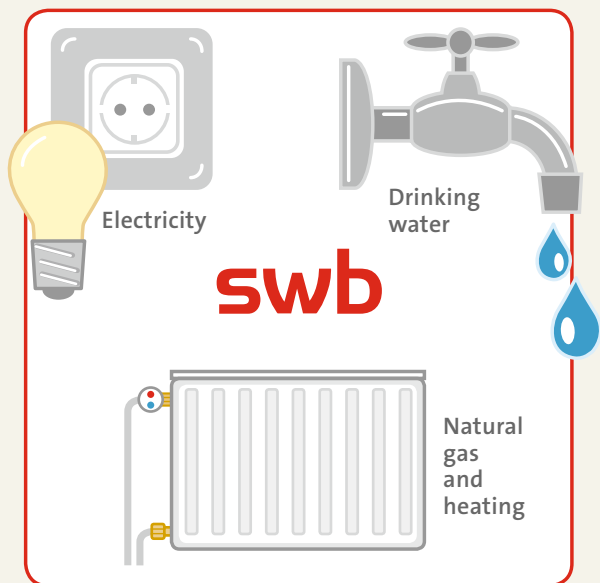
SWB MADE EASY

FÜR HEUTE.
FÜR MORGEN.
FÜR MICH.

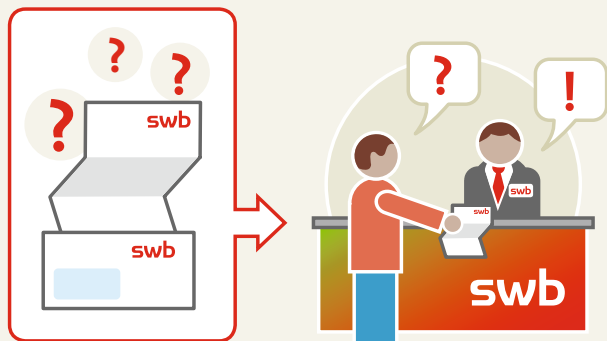
swb

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?

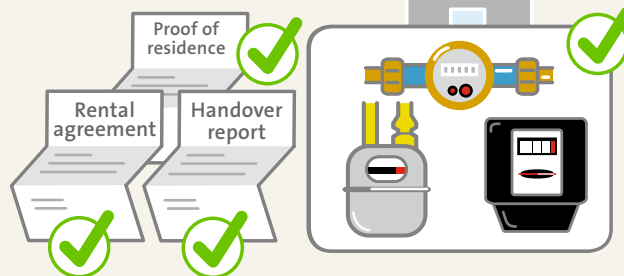
You can register your own home with swb. Just visit one of the swb customer centres and bring the following documents with you.

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)

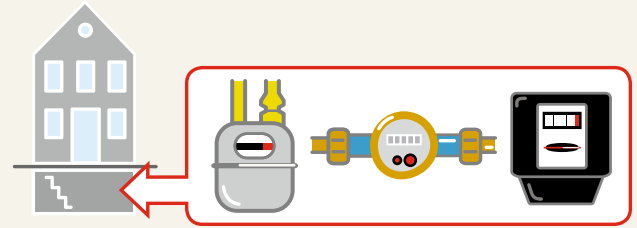


- 3 Please bring an interpreter with you.



What else does swb need?

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

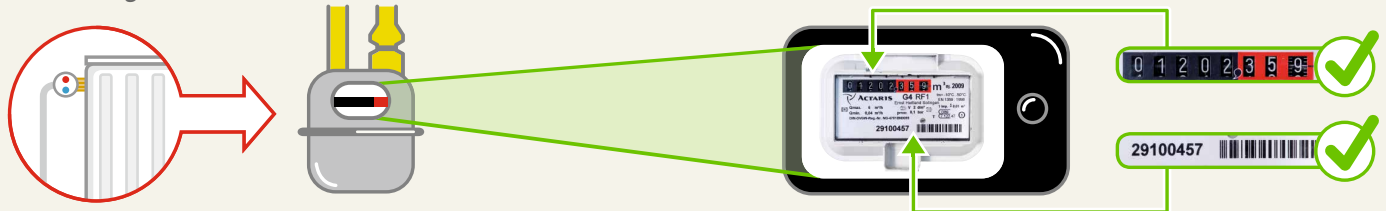


Please make sure that the numbers on your meters look like those shown in the examples below. These meters are often installed in the cellars of buildings. Please contact your landlord if you are unsure which meter is the right one for your flat.

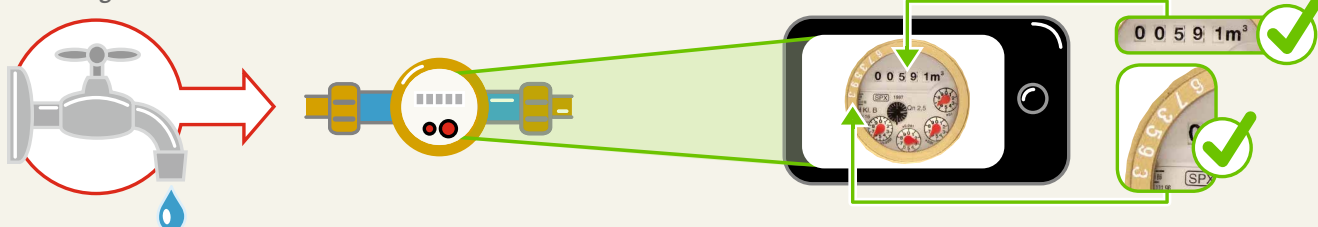
Electricity



Natural gas

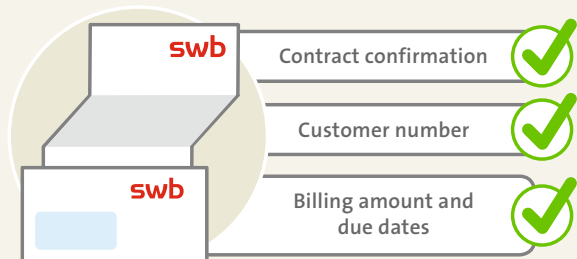


Drinking water



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.

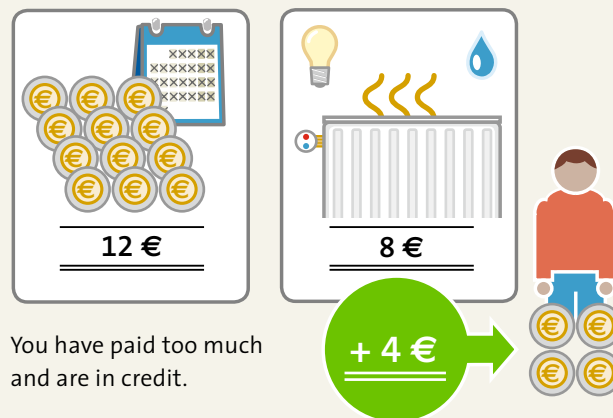


What are payments on account?

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.

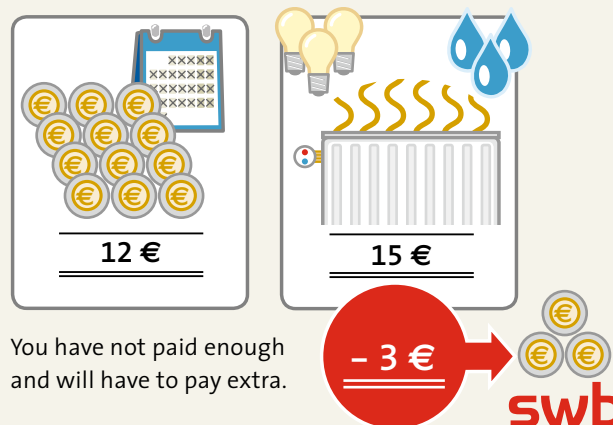
There are then two possibilities:

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
Am Wall/
Sögestrasse
28195 Bremen
Germany



North Bremen
Reeder-Bischoff-
Strasse 61
28757 Bremen
Germany

Bremerhaven



Bürgermeister-
Smidt-Strasse 49
27568 Bremerhaven
Germany

Opening hours



Monday to Friday
9 a.m.–6 p.m.

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

**swb Vertrieb Bremen
GmbH**

Customer service

Postfach 10 78 03

28078 Bremen

Tel. +49 (0)421 359-3590

Fax +49 (0) 421 359-2233

**swb Vertrieb Bremerhaven
GmbH & Co. KG**

Customer service

Postfach 10 12 80

27512 Bremerhaven

Tel. +49 (0)471 477-1111

Fax +49 (0)471 477-2321

Get in touch: www.swb-gruppe.de/kontakt
www.swb-gruppe.de