

Registering for the supply of energy to your new home

We supply electricity and gas to your household. To receive it, you will need to register. Here we explain what you need to bear in mind. We will be pleased to advise you in person. In our Customer Service Centre we speak both German and English. You are welcome to bring somebody along to help you during our meeting.

Registering for electricity and gas

The costs for electricity and gas are not included in the rental charge for your home. When you have received the keys to your new home, then please contact us immediately at SWS.

Please bring the following documents with you:

- your identity card or passport and
- the handover certificate for your home.

After a few days you will receive your contract confirmation and advance payment plan by post.

Why do I need an advance payment plan?

As an SWS customer you will receive an annual invoice from us. However, you do not need to pay this amount all at once. It is broken down into monthly instalments, or advance payments, across the entire year. The instalment amounts and the dates on which they have to be paid can be found in your advance payment plan.

Various different payment methods are available:

- **Direct debit:** Simply issue us with a SEPA direct debit mandate. We will automatically deduct the amount payable from your account. This saves you having to go to the bank, or missing any payments. Just separate the card from the flyer, fill it in and send it off!
- **Bank transfer:** You can transfer the amounts payable in the advance payment plan on the stated dates to SWS's account at

Kreissparkasse Stendal
IBAN DE95 8105 0555 3010 004302
BIC NOLADE21SDL

If you are having difficulty making payments

Invoices and instalments must always be paid on time. Please bear in mind that if you do not pay in time, you will receive reminders from us, which are subject to a charge. It will become even more expensive if your supply is cut off.

Important: If you are having any difficulties making your payments, please do not hesitate to contact us timely.