



Smart meter check balance

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Please don't resubmit, click "Back" or refresh the page, as you might be charged twice or transaction may fail.

Thank you for choosing SEW. A confirmation will load shortly and will be sent to provided email address.

Here you will find some useful information for your smart meters including; how to top-up, our most frequently asked questions and our smart meter user guides.

Example for a ?10 top-up:

*The amount you have chosen to top-up by will be automatically sent to your meter and you will receive a text message receipt (please allow up to two hours for this to arrive). Text messages will be charged at your standard local network rate. You will need to send 2 separate text messages if you are topping-up your gas and electricity, one for each top-up card number. You can top-up in whole pounds only - no pence.

If E supply both your gas and electricity and only one of these are displayed on your IHD (in-home display), please contact our Customer Service Team so we can resolve the issue for you.

Wireless devices, such as the IHD (in-home display), can sometimes experience poor signal strength or completely lose signal. You should try powering down the IHD (in-home display) by pressing and holding the on/off button and moving the device closer to your Smart Electricity Meter. Once there, turn the IHD (in-home display) back on and this should restore the connection issue. It will take approximately 30 minutes for the data to be refreshed. If this does not resolve the issue, please contact our Customer Service Team.

Your IHD (in-home display) provides you with near real-time updates on your energy consumption. This can vary from day to day and could be due to a number of factors, such as; more people in the property, using the washing machine more or being home for more of the day. If you are concerned over your consumption levels, please contact our Customer Service Team.

We take the security of our customers' data very seriously and your information will only be accessed by those who need to see it to enable them to assist you with an enquiry you may have.

All of your personal details are stored within your account with us. Your Smart Meters will send us information such as the amount of energy used within your property. We can receive this information as frequently as every half an hour. Every day, at midnight, your meter will send us up-to date meter readings with your usage levels and current balances.

Receiving this information will allow us to provide you with accurate information should you have any



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questions regarding your energy usage and also offer you relevant energy saving advice. By using this data we are able to forecast your future energy usage which means we can buy our energy more efficiently and in turn, keep our prices lower.

The easiest way to view your meter balance and consumption, even when on the go is via our free mobile app, MySmartE. You can download the MySmartE app from the App Store or Google Play today using the links below:

Contact us for free full report

Web: <https://kary.com.pl/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

