SEB cares Mobile Application Guide
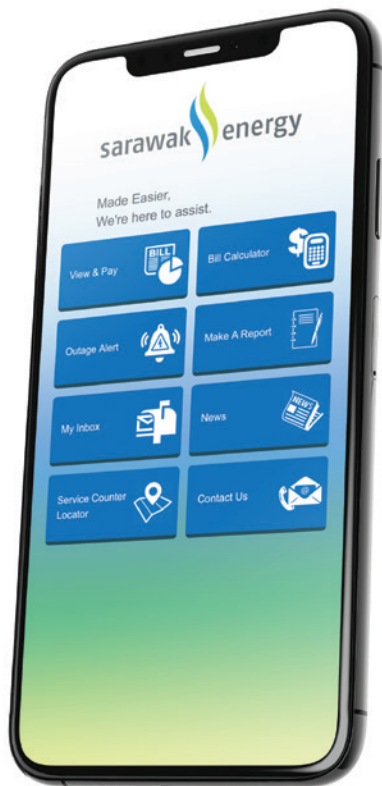

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Made Easier,
We're here to assist.

View & Pay	Bill Calculator
Outage Alert	Make A Report
My Inbox	News
Service Counter Locator	Contact Us
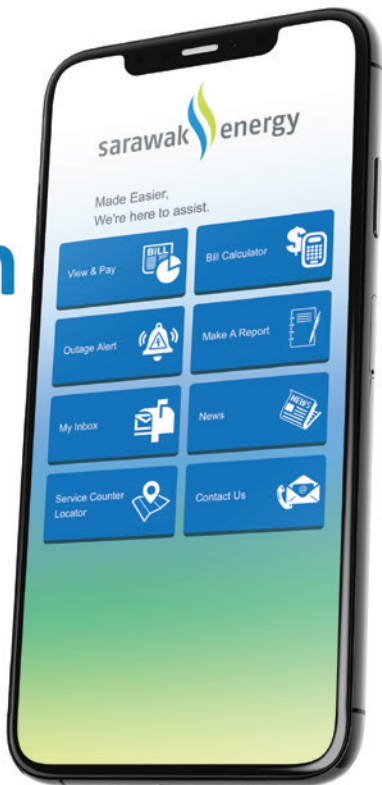
SEB cares

Contents

Register

SEB cares

Register SEB cares

STEP 1

Go to

ANDROID APP ON
Google play

or

Available on the iPhone
App Store

and search for

SEB cares

and download
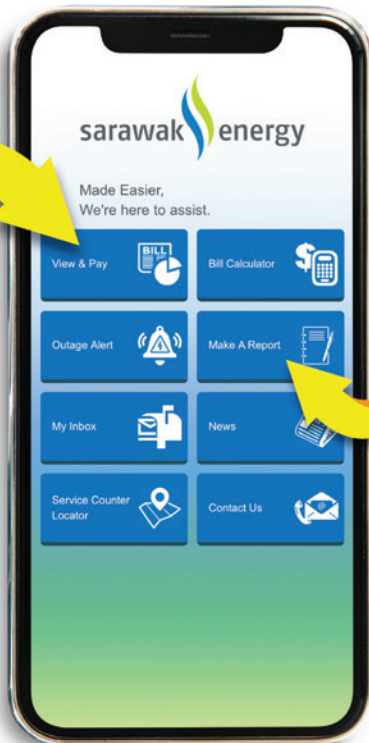
SEB cares

Register SEB cares

STEP
2

To proceed to registration page, click on
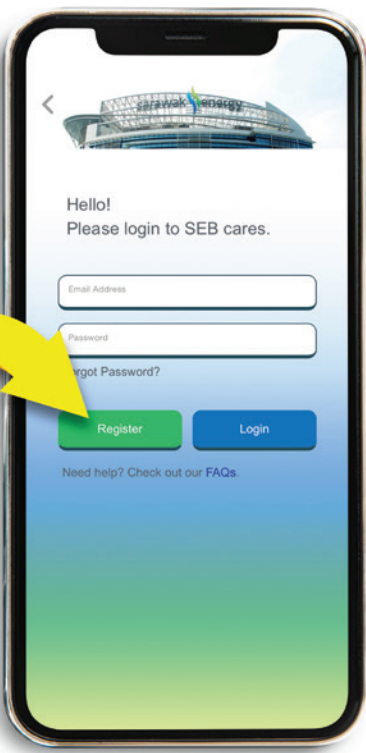
View & Pay

or

Make A Report

Register SEB cares

STEP 3
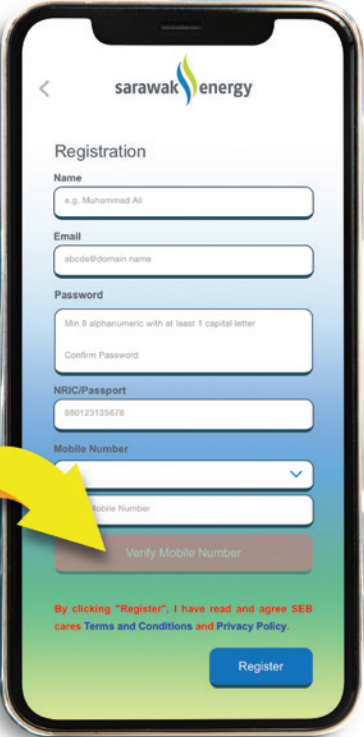
Tap on the

Register

button

Register SEB cares

STEP 4

Fill in your Name, Email Address, fill in your Password twice and make sure they are the same, IC Number and Mobile Number, then click
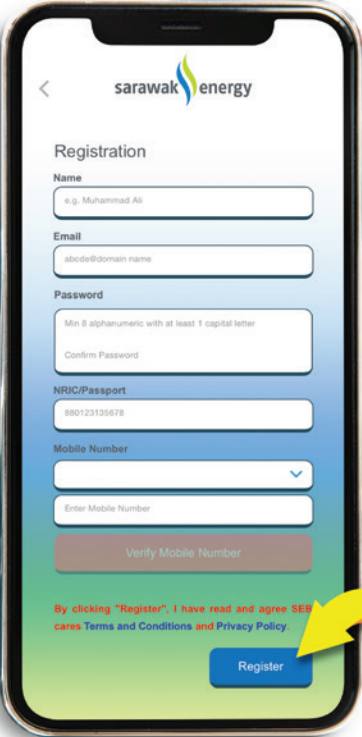
Verify Mobile Number

Register SEB cares

STEP 5

A verification code will be sent to your handphone via SMS

Retrieve the code and key-in in the code box, and then click

Register

View
Your Bill

To view your bill, you must first add your bill information
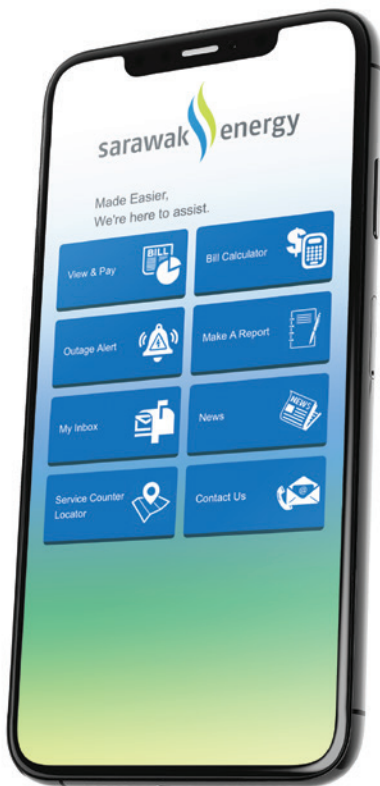
Add Your Bill

STEP 1

To manage your bill, click

1 *View & Pay*

and click on the

2 +

1

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View & Pay	Bill Calculator
Outage Alert	Make A Report
My Inbox	News
Service Counter Locator	Contact Us

2

13:08   sarawak energy

Hi, Abdullah Amin
Your last login was on 05/05/2020 at 01:08:50 PM

Total Outstanding Amount **RM0.00**
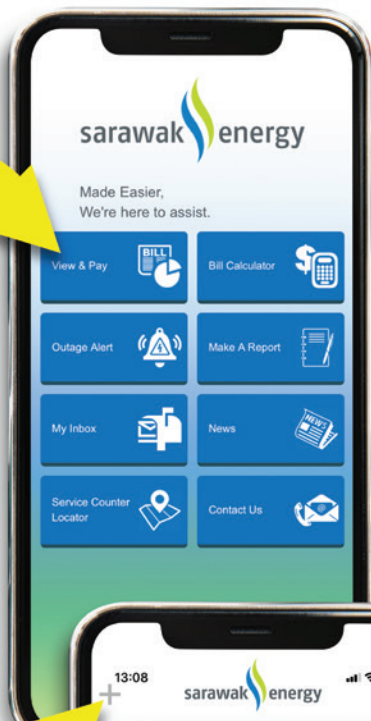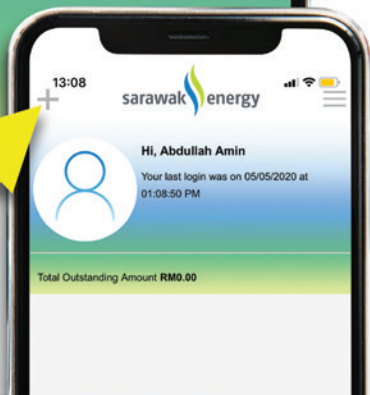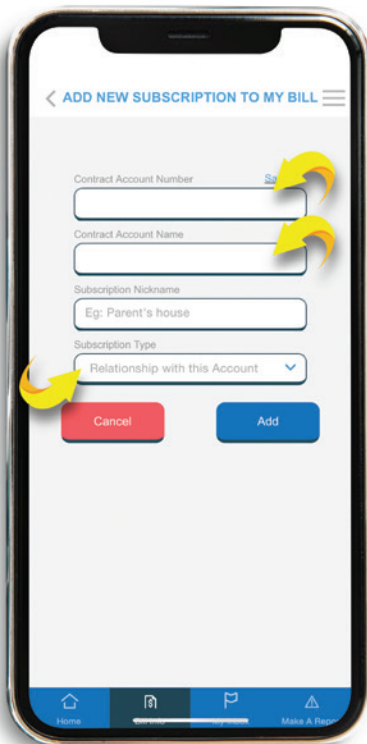
Add Your Bill

STEP 2

Fill in the Contract Account Number and Contract Account Name (this can be found on your bill)

For ease of reference if you have multiple accounts to monitor

(e.g: My House, My Parent's House, My Office, My Shop)

Add Your Bill

STEP 3

Under the subscription type field, choose your relationship with the account owner
(e.g: Owner, Children, Spouse, Tenant etc)

Click on
Add
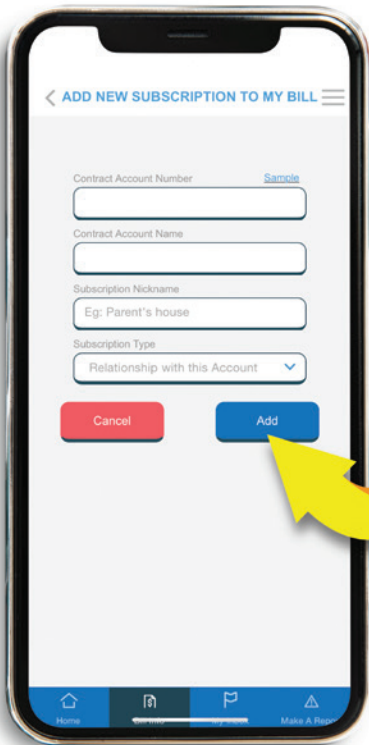
View Your Bill

STEP
1

To view your bill details, click

View & Pay

**Your bill can also be viewed in PDF format
(bill layout)**

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Made Easier,
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View & Pay	Bill Calculator
Outage Alert	Make A Report
My Inbox	News
Service Counter Locator	Contact Us
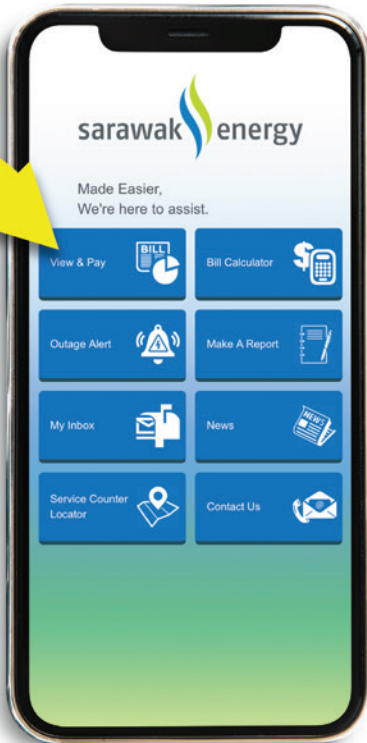
View Your Bill

STEP 2

Click the

1 *grey arrow*

of the selected bill

▼

Tap on

2 *eStatement*

Click on any of the months specified to download your bill

Total Outstanding Amount RM431.69

Search My Bill

My House
201103977106
Current Month Bill Amount **RM432.25**
Excess Payment on Energy Bill **RM0.00**
Total Outstanding Amount **RM431.69**
Due Date **19/05/2020**

1

Bill Info

Consumption | eStatement | Payment History

All eStatement in PDF format.

April 2020

March 2020

February 2020

2

Done   202004_201103977106

SYARIKAT SESCO BERHAD (200401034422)

ELECTRICITY INVOICE

View Your Bill

STEP 3

Click on the

Consumption

button to view your 3, 6 or 12 month consumption patterns
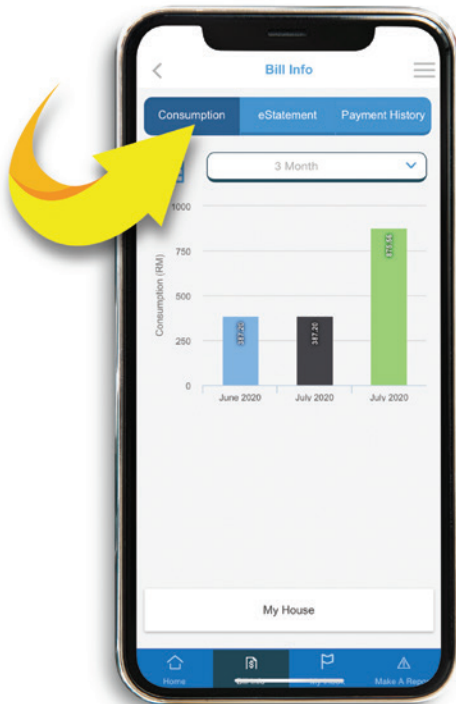
View Your Bill

STEP 4

Tap on

❶ *Payment History*

to view your payment history

Click

❷ *Payment Status*

to view the listing based on the payment status

Pay
Your Bill

SEB
cares
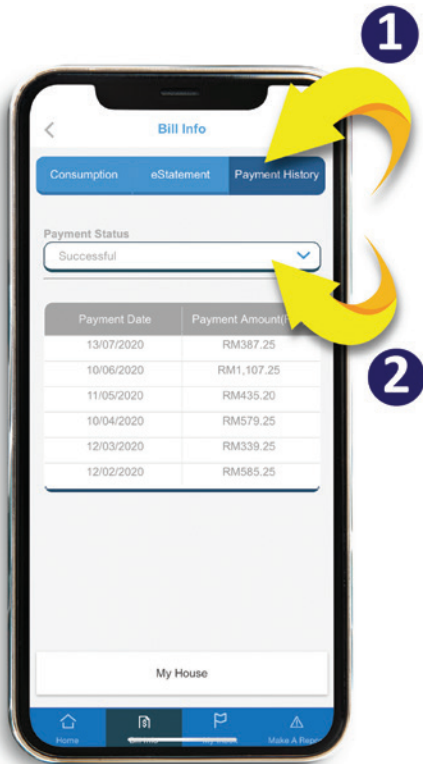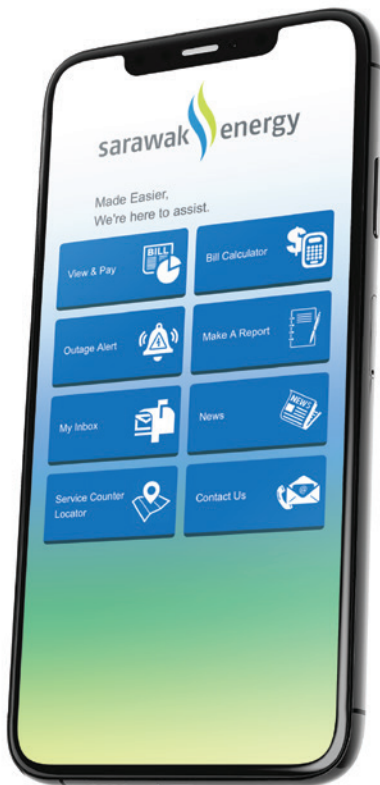
Pay Your Bill

STEP 1

To pay your bill, click

1 *View & Pay*

Then click on the

2 *check box*

of the selected bill as shown, and click

3 *Pay Now*

1

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View & Pay | Bill Calculator

Outage Alert | Make A Report

My I

Serv
Loca

2

+ sarawak energy ☰

Hi, Abdullah Amin
Your last login was on 05/05/2020 at 01:08:50 PM

Total Outstanding Amount **RM431.69**

Search My Bill

My House
201103977106
Current Month Bill Amount **RM432.25**
Excess Payment on Energy Bill **RM0.00**
Total Outstanding Amount **RM431.69**
Due Date **19/05/2020**

3

Select All | Pay Now

Home

Pay Your Bill

STEP 2

Click on

Submit Payment

to proceed with making the payment

Payment can be made through online banking (FPX) or debit/credit card

BILL INFO > PAY NOW

Summary — Payment — Review — Status

SEB cares only accepts payment for energy bill. For payment on other type of bills, kindly visit the nearest Customer Service Centre.

If total payable amount is more than RM 5,000.00, please proceed to pay via internet banking (FPX).

Personal Internet Banking (B2C): Total payable amount shall be between *RM 1.00 – RM 30,000.00 per transaction.

Corporate Internet Banking (B2B): The payment amount shall be between *RM 2.00 – RM 1,000,000.00 per transaction.

*Subject to your internet banking limit with your bank, whichever is lower.
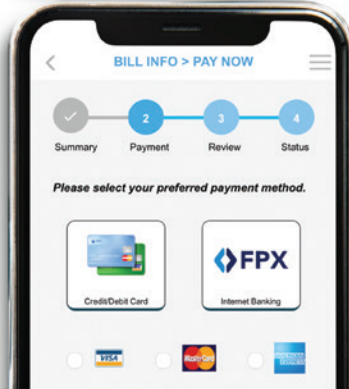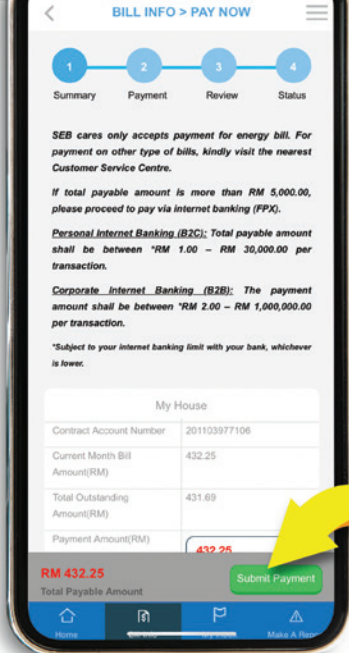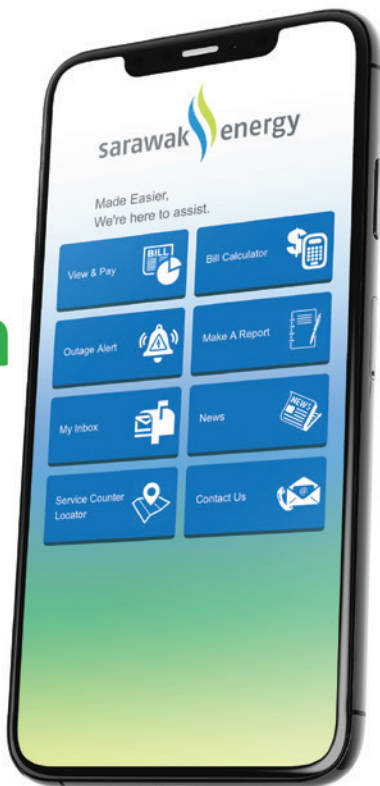
My House	
Contract Account Number	201103977106
Current Month Bill Amount(RM)	432.25
Total Outstanding Amount(RM)	431.69
Payment Amount(RM)	432.25

RM 432.25
Total Payable Amount — Submit Payment

Home — Make A Rep

BILL INFO > PAY NOW

Summary — Payment — Review — Status

Please select your preferred payment method.

Credit/Debit Card — FPX Internet Banking

VISA — MasterCard

View
Outage
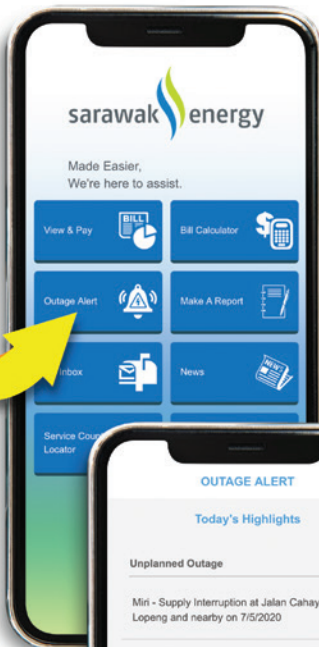# Information

View Outage Information

STEP 1

To check for any outage information, tap on
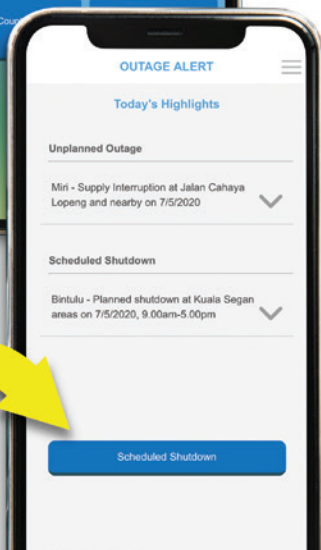
❶ **Outage Alert**

Summary of recent unplanned outages and scheduled shutdown information available here

Tap on

❷ **Scheduled Shutdown**

for scheduled shutdown information

View Outage Information

STEP 2

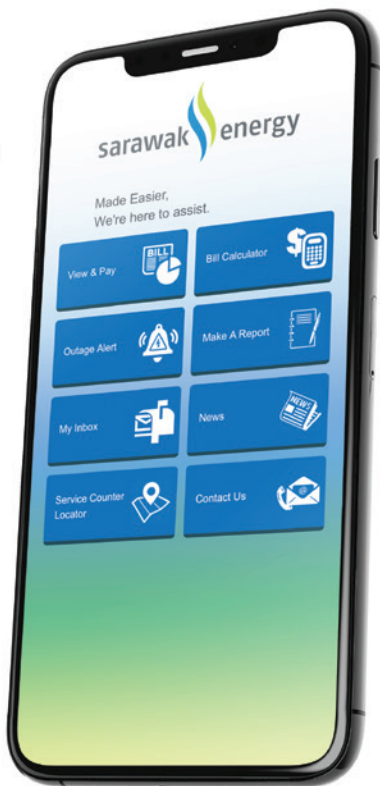To choose your notification type and areas, tap on

❶ Menu button

then tap on

❷ Notification

❸ Select the notification type and area

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Hi, Abdullah Amin
Your last login was on 05/05/2020 at 01:08:50 PM

Total Outstanding Amount **RM431.69**

- Pay My Bill
- My Profile
- Notification
- Language
- FAQ
- Terms and Conditions
- Notice

SETTINGS

Notification Alert

Unplanned Outage

Scheduled Shutdown

Subscribed Station (for Scheduled Shutdown and Unplanned Outage)

All Stations

Bau

Bekenu

Update
Your Meter
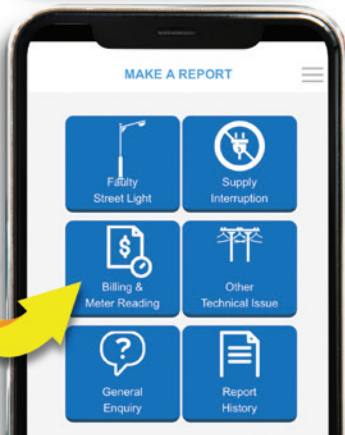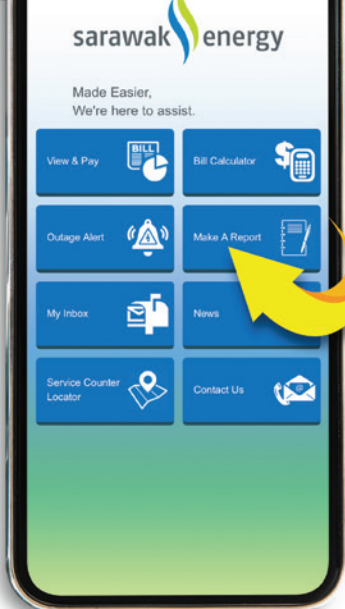# Reading

Update Your Meter Reading

STEP 1

To update your meter reading, tap on

❶ Make A Report

Then tap on

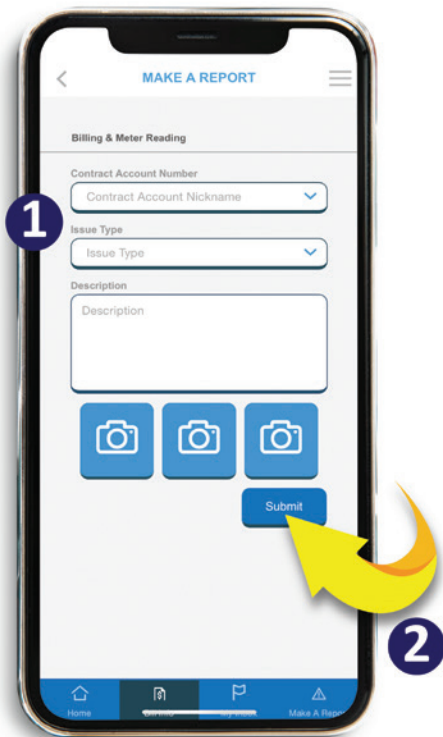**❷ Billing and Meter Reading**

Update Your Meter Reading

STEP 2

❶ **Choose the contract account number you have already registered, choose meter reading issue type and write your remark in the description box**
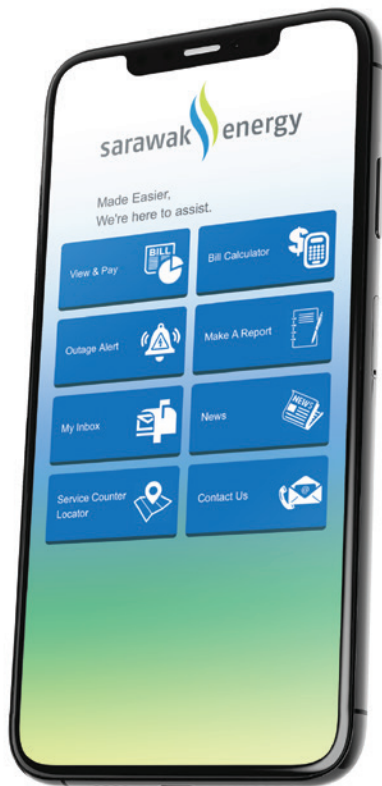
⌄

Take a photo of your meter reading, ensuring the meter reading and meter number are visible and tap on

❷ **Submit**

Report Power Outage

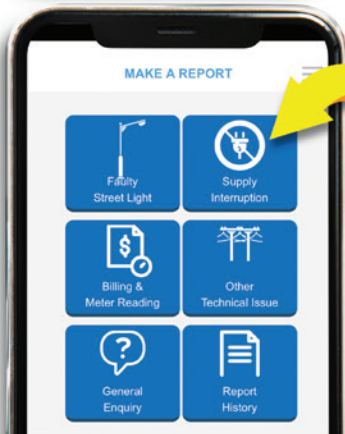# Report Power Outage

STEP 1

To report on power outage, tap on

1 *Make A Report*

Then tap on

2 *Supply Interruption*

Report Power Outage

STEP 2

❶ **Key in the address of the incident location or tag the location**
(ensure the location service on your phone is on)
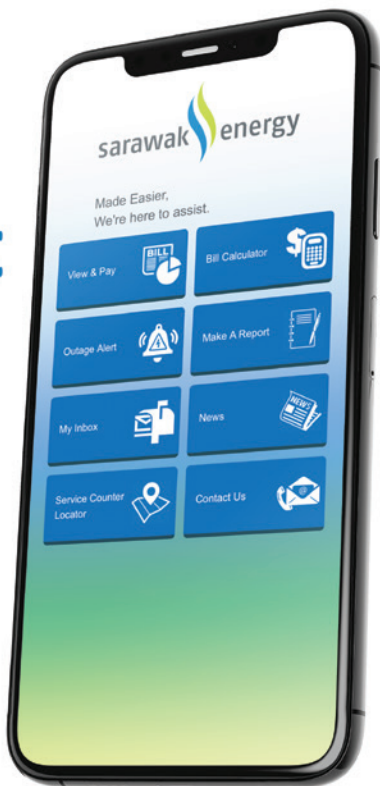
⌄

❷ **Choose the incident location Station**

⌄

❸ **Provide more information on the outage in the description box or upload any relevant photo. Tap**

❹ **Submit**

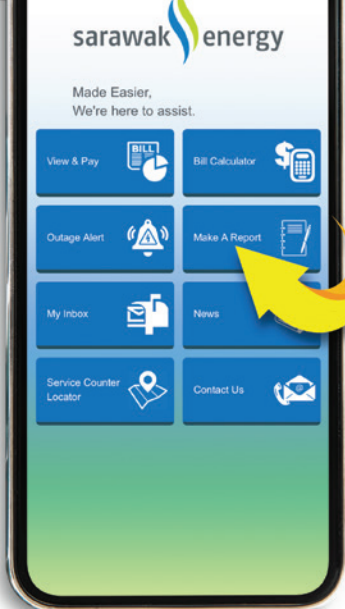# Report Faulty Street Light

Report Faulty Street Light
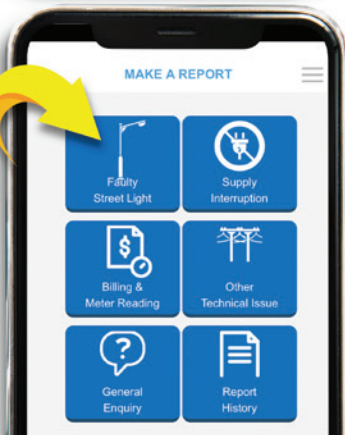
STEP 1

Tap on

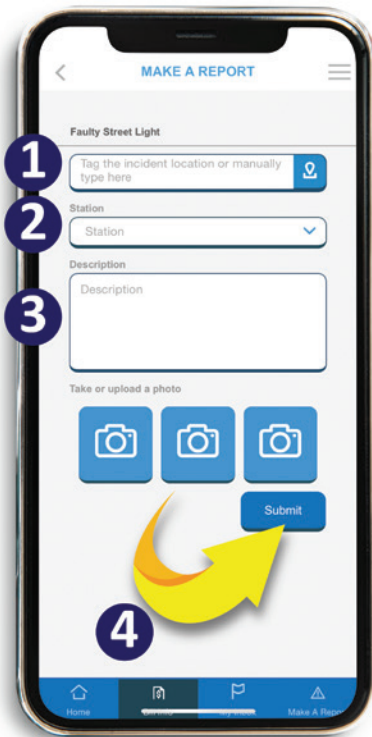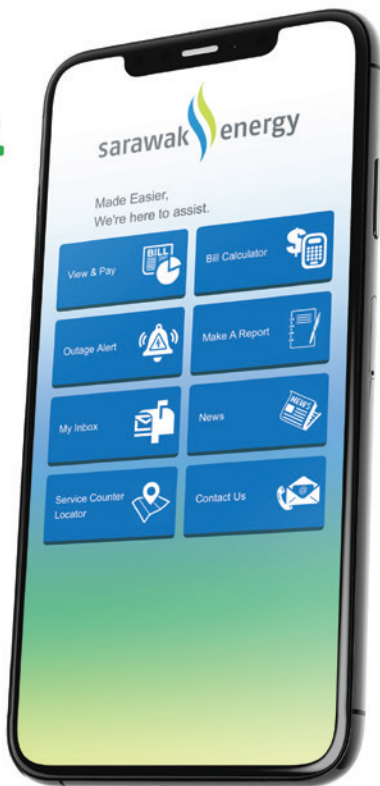**1** *Make A Report*

Then tap on

2 *Faulty Street Light*

Report Faulty Street Light

STEP 2

❶ **Key in the address of the incident location or tag the location**
(ensure the location service on your phone is on)

❷ **Choose the incident location Station**

❸ **Provide more information on the outage in the description box or upload any relevant photo. Tap**

❹ **Submit**

MAKE A REPORT

Faulty Street Light

❶ Tag the incident location or manually type here

❷ Station
Station

❸ Description
Description

Take or upload a photo

Submit

❹

Home   Make A Report

General Enquiries & Other Technical Reports

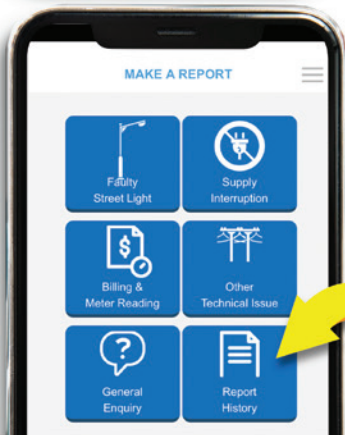# General Enquiries & Other Technical Reports

STEP 1

For general enquiries and other technical issues to report, tap on
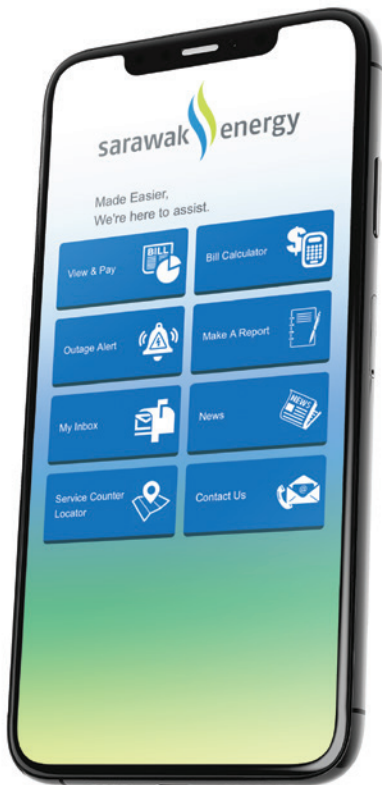
1 **Make A Report**

and select the relevant functions

To view your report history, tap on

2 **Report History**

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View & Pay	Bill Calculator
Outage Alert	Make A Report
My Inbox	News
Service Counter Locator	Contact Us

1

MAKE A REPORT

Faulty Street Light	Supply Interruption
Billing & Meter Reading	Other Technical Issue
General Enquiry	Report History

2

View
Report
History

SEB cares

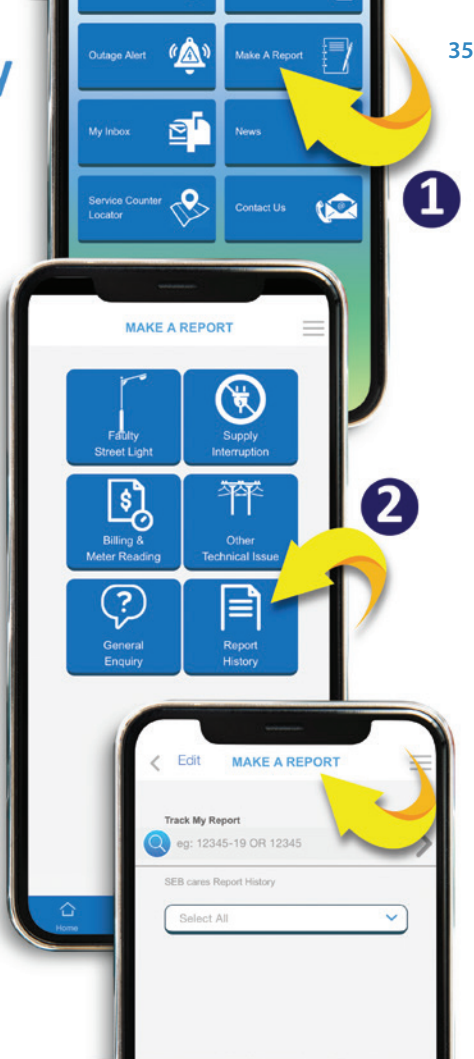# View Report History

STEP 1

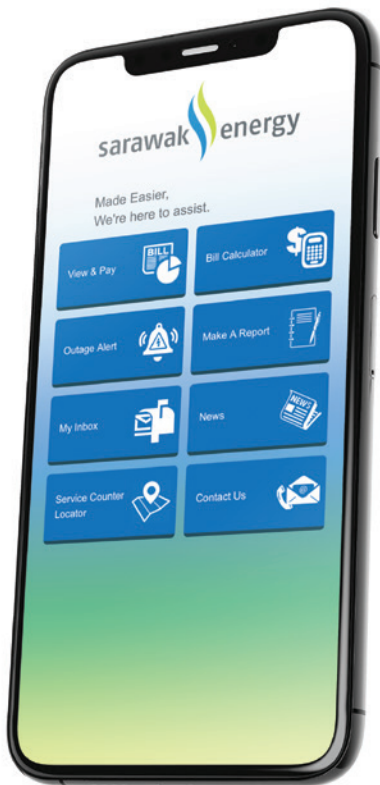To monitor your report or view your report history, tap on

1 **Make A Report**

∨

Then tap on

2 **Report History**

∨

3 And tap on the relevant report

Other Services

SEB cares
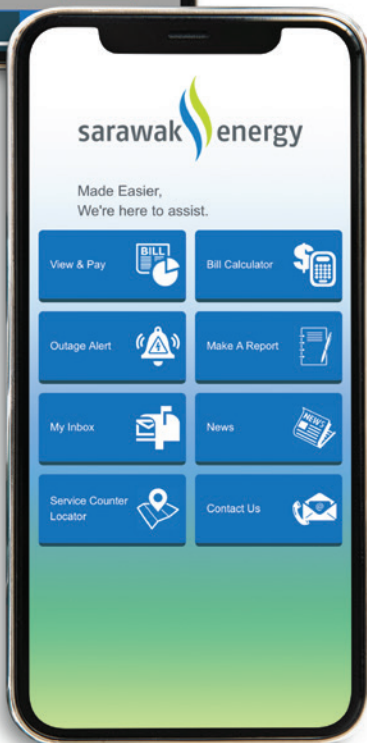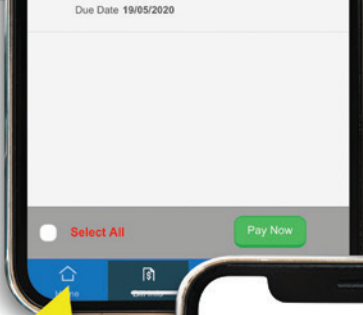
Other Services

For other services, such as Bill Calculator, Service Counter Locator and Contact Us, tap on the

🏠 *Home button*

Manage Your Profile

Manage Your Profile
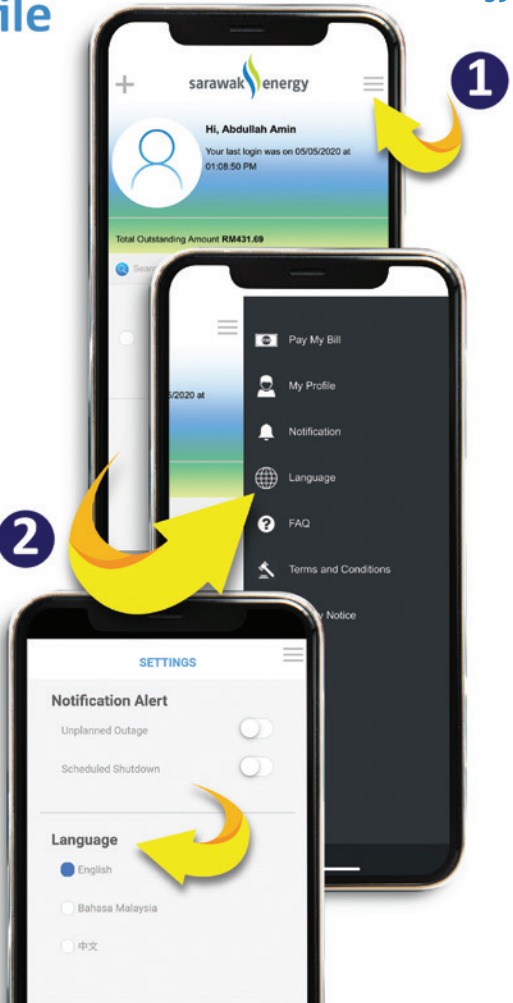
STEP
1

Manage your account by tapping on the

❶ *Menu button*

Choose your preferred language under the

❷ *Language*

option

sarawak energy

📞 1300-88-3111
✉ customercare@sarawakenergy.com

f Sarawak Energy Berhad   🐦 @1SarawakEnergy