

My savings haven't updated - why not?

Savings are refreshed once a week, every Monday - to allow us to capture a comprehensive overview of your energy usage patterns and calculate your savings accordingly.

I can't see my savings

Once you've connected your devices, you should see savings appear after one or two weeks. This is so we have enough data for our calculations.

If you'd like some more help, please email us at: hello@smug.energy

