

# Your instalments – fair and clear

## How are my instalments calculated?

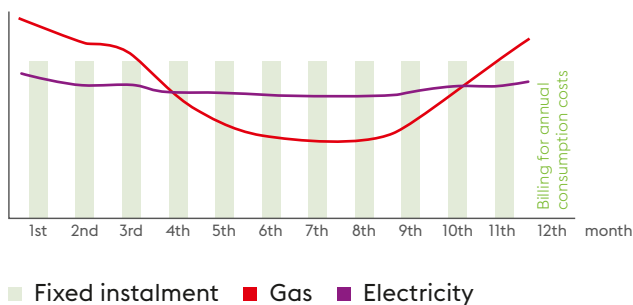
Your energy consumption fluctuates from one month to the next: in winter, you need more light and heat; in summer, you need less of everything. But you still pay the same amount every month – your instalment.

If you sign up to enercity for your new home with the current electricity, gas and/or water meter readings, we will determine your consumption for the remaining months until billing. Which month you will receive your bill depends on which part of the city you live in. Each month, enercity issues bills for a different part of the city. So it could be that you will only pay one advance payment when you move in and receive your bill the following month. You will receive your next bill a year later, if you are still living there. Your bill is for the costs of your actual energy consumption in that year.

The 11 monthly instalments you have paid are offset against that amount. The amount of your bill results from the difference, since you have been supplied with energy for 12 months but have only paid for 11 months. If your consumption costs are below the sum of the instalments already paid, you will receive credit. The credit will be offset against the next instalment to be paid. If your consumption costs are above the sum of the instalments you have already paid, you will pay this difference in the 12th month. This difference could be higher or lower than the monthly instalments, depending on your consumption.

## Consumption and instalments at a glance

### Consumption



## How do I accurately set my instalments?

The basis for your instalment is the annual consumption, which we establish for each meter. To calculate this as accurately as possible, we take into account the meter readings you provide with your application.

Any additional information you provide us with is particularly helpful, such as:

- the number of people living with you
- the size/energy efficiency of your apartment or house
- previous consumption in this apartment or house

The circumstances in your household are very important: rooms with high ceilings or boilers can be energy-intensive, while rooms with modern heating and good insulation save a lot of energy. With the information you provide, we can predict your actual annual consumption more accurately and determine your instalment.

Does the instalment seem to low or too high to you, or are you not sure whether we have determined the right annual consumption? Don't hesitate to contact us – together, we will work out what your requirements are. For this purpose, we will need your current meter readings. You are welcome to visit the Customer Service Centre or contact us by telephone.

## Online Service Portal

You can also modify the amount of your instalment online on our website: [www.enercity.de/serviceportal](http://www.enercity.de/serviceportal). With just a few clicks, you can change your instalment in accordance with your expected monthly consumption costs for the coming months until you receive your bill.



Let us know  
your meter reading  
(24 hours)

Telephone +49.800.033 0333

(free of charge from landlines in Germany)



## Welcome to enercity

### Customer Service

Service hotline +49.800.36 37 24 89

(free of charge from landlines in Germany)

Mon – Fri 08:00 – 20:00

Sat 09:00 – 14:00

Email [kundenservice@enercity.de](mailto:kundenservice@enercity.de)

Internet [www.enercity.de](http://www.enercity.de)

### Customer Centre

Address Ständehausstraße 6

(am Kröpcke)

30159 Hanover, Germany

Customer support Mon – Fri 10:00 – 18:30

Sat 10:00 – 14:00

Follow us  

enercity AG  
Ihmeplatz 2  
30449 Hanover, Germany