

Energy for your new flat

Often, the cost of electricity and heating is not included in your rent. You do not pay your landlord for this, but rather the supplier. You will need a contract with them. One such supplier is enercity AG. We supply electricity, gas, district heating and drinking water to Hanover and the surrounding area.

What you need when you sign a supply contract:

- Proof of identity
- Your address
- Your bank details (if you wish to pay by direct debit from your bank account)
- Your telephone number
- The number of people living in your household
- A reading from your electricity, gas and water meters on the day you get the keys to your flat. To read your meters, ask your landlord where the meters are. Your landlord should also be able to help you read them, if need be.

You will need to tell your supplier these meter readings within 14 days. You can contact us by telephone on 0800 - 36 37 24 89, on the Internet via our service portal (ServicePortal), or in person at our customer centre (Kunden-Center).

What next?

How much do I pay and when?

We will send you a letter confirming our contract. This will tell you your customer number. It will also state the amount you need to pay each month, and when you need to pay it; this is called a monthly payment. You will not receive any reminders or receipts every month. Please make sure you remember to make your monthly payment, or set up a direct debit to pay it from your bank.

If you have any questions about letters or account statements from your energy supplier, please contact the supplier.

If other people are helping you – such as the employment office (Agentur für Arbeit), job centre (Jobcenter) or social security office (Fachbereich Soziales) – you must show them your account statement straight away.

Electricity

meter number
meter reading



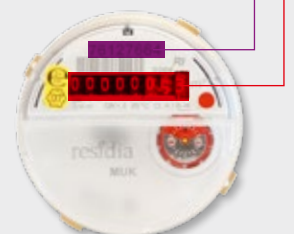
Gas

meter reading
meter number



Water

meter reading
meter number



How do you calculate my monthly payment?

The monthly payment we calculate when you move in is usually based on how much the last tenant used. If your monthly payment is too high or too low, please give us your new meter readings after a few weeks. We can adjust your monthly payment in line with these.

When will you send a bill?

We will send you a card in the post once a year, asking for your meter readings. It asks you to read your meters and tell us the readings. Once you have done that, we will send you a bill for the energy you have used. If you have used more than we expected, you will need to pay more money. If you have used less, we will give you money back. The bill will also tell you what your monthly payment will be for the next year.

Energy doesn't come cheap

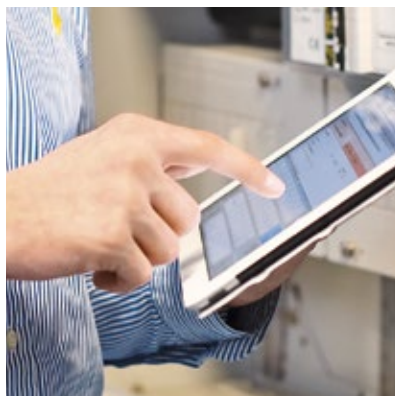
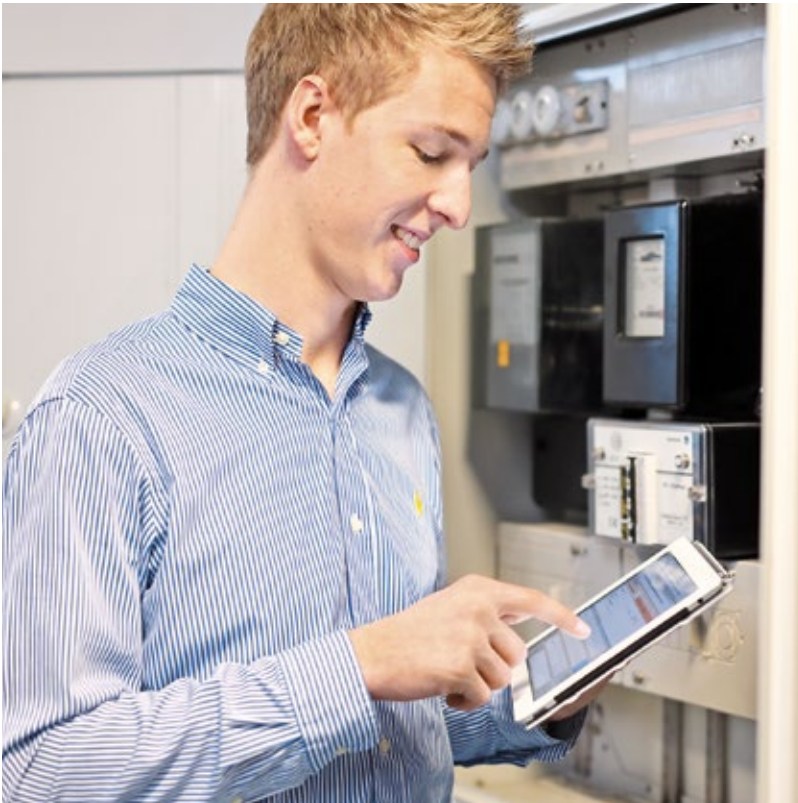
It could get expensive if you turn up the heating and open your windows! You should also switch off the light when you leave a room. We've got plenty more energy-saving tips to share. We also offer a variety of money-saving tariffs. Why not talk to us about these?

If you don't pay, we can switch off the electricity, gas and water

- You will receive a reminder in the post first.
- Four weeks later, if we still have not received your payment, we will turn off the electricity, gas and drinking water.

Talk to us:

You can phone our free service number, contact us via the Internet or come to our customer centre (KundenCenter) in central Hanover. At enercity, we are ready and willing to talk. You can choose how you want to get in touch.



Welcome to enercity AG

Customer service (KundenService)

Service hotline 0800 - 36 37 24 89
Email kundenservice@enercity.de
Internet www.enercity.de

Customer centre (KundenCenter)

Ständehausstrasse 6 (am Kröpcke)
30159 Hannover
Personal customer advice
Mon. – Fri. 10 a.m. – 6.30 p.m.
Sat. 10 a.m. – 2 p.m.