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information  
now!**

# Help with payment problems

So you avoid reminders or blocking.

**EWE**

# Problems paying electricity or gas?

Are you struggling to pay your energy costs – or do you generally have a few questions about paying bills or reminders?

In this brochure, you'll find helpful answers to the most important questions about reminders, payment and blocking or unblocking. You'll also find the relevant contact details for parties that can help you.

Please remember: It is best not to let your electricity or gas supply be blocked. Many things in your home don't work without electricity – you wouldn't be able to use your lights, stove, refrigerator and television, for example. And if you cut off your gas supply, you'll end up feeling very uncomfortable in your own home. After all, the shower will remain stone cold, just like your heating. You can see when and how an account is blocked in the overview on the right-hand side.

Please, therefore, contact us immediately if you are finding it difficult to make payments. This will probably help to resolve your problems faster.

**On the following pages, you'll find out where you can call and what you can do to get everything back up and running at home again.**



# What happens if you don't pay your EWE bill?

Have you received a bill, or even a reminder, from EWE and aren't paying it? Take care of it quickly, otherwise the following will happen to your electricity or gas supply:

Once the due date is passed, a reminder is automatically sent out for the outstanding debt. If you do not settle the outstanding debt despite receiving a reminder, the gas/electricity supply will be blocked. If you pay too late, this doesn't just result in additional costs for you (due to reminders and blocking, for example). The supply will be blocked despite the late payment.

## Don't let your electricity or gas supply be blocked!

Ensure that your outstanding bill or arrear is paid as quickly as possible. We would be happy to assist you by providing further information.

### The bank details for your payments:

IBAN DE59 2802 0050 1422 1121 00  
Oldenburgische Landesbank AG

▶ Please provide your contract number in the reason for payment

### The hotline for your questions:

0800 393 2000

- ▶ Free from German landlines and mobile networks
- ▶ Mon. – Fri. 7 am – 8 pm, Sat. 8 am – 4 pm

### This brochure is also available at [www.ewe.de/mahnung](http://www.ewe.de/mahnung) in the following languages:

Arabic – العربية  
Bulgarian – български  
German – deutsch  
Hungarian – magyar  
Kurdish – kurdî  
Polish – polski  
Romanian – românesc  
Turkish – türkçe

# Important questions, helpful answers: concerning the payments you make to EWE.



## Reminders

### Why am I receiving a reminder?

You receive a reminder if EWE has not received the anticipated monthly payment or a supplementary payment by the agreed date or in the agreed amount. You can find the relevant dates in your contract confirmation or annual statement of account.

### How much do I have to pay to not receive further reminders?

The total amount including all costs must be transferred immediately for you not to receive further reminders.

Please note: The current anticipated payments plus the reminder amount must be transferred by the respective due date.

### Why are previous reminder costs calculated?

Previous reminder costs are always shown if earlier reminder amounts were not paid in full.

### What is the reminded amount made up of?

The reminded amount is made up of currently outstanding and due amounts. These can be unpaid bill(s) and/or anticipated amounts that have fallen due for payment. Perhaps only a partial payment was made, so the settlement or anticipated payment was reduced by the sum paid and a reminder was thus sent out for the remaining amount. Please check your last bill or contract confirmation.

### Do the reminder costs have to be paid?

Yes, reminder costs have to be paid.

### Why is a reminder being sent out despite me having a standing order/SEPA mandate set up?

If you have set up a standing order, reminders are usually sent out for the following two reasons:

1. The transferred amount is less than the amount we requested.
2. The payment reaches us after the debt due date.

If you have a SEPA mandate set up, we always issue a reminder if the payment request to your bank was unsuccessful and the amount has not been paid as a result. Debiting does not take place again.

### Why am I receiving a reminder despite moving?

You can receive a reminder despite moving for the following reasons:

1. We have not received a notice of termination for the old contract. Anticipated payments are still being calculated. Please check your documents to see whether you gave us notice in good time and in the correct way. If we have not received any notice of termination, please send it to [info@ewe.de](mailto:info@ewe.de) with your meter reading, move-out date and new address.
2. The final bill from your previous residence has not been paid yet.

### What payment options are there?

You have the following options for settling the outstanding debts:

1. Issuing a SEPA mandate – the most convenient option for you. In this regard, by sending a SEPA mandate you are authorising us as EWE VERTRIEB GmbH to collect amounts due from your account by direct debit and to refund credit as quickly as possible.
2. Bank transfer.  
Please always state your 12-digit contract number as the reason for payment so that we can post the payment correctly.  
Our bank details:  
IBAN DE59 2802 0050 1422 1121 00  
Oldenburgische Landesbank AG

### Can arrears be debited too?

Generally speaking, we do not debit arrears. They must be transferred to the account (IBAN DE59 2802 0050 1422 1121 00) that EWE VERTRIEB GmbH holds with Oldenburgische Landesbank, and the contract number must be provided.

### Where can I get written documents?

#### By email or phone:

If you are missing a document, simply request it by emailing [info@ewe.de](mailto:info@ewe.de) or calling our hotline on 0800 393 2000.

### Do you have special contacts on site?

No. If you have any questions about reminders and instalments, please only contact [info@ewe.de](mailto:info@ewe.de) or our hotline on 0800 393 2000.

### I can't pay the debt. What options do I have?

The entire debt must be settled to avoid the reminder procedure. If you are unable to pay a debt, you also have the option of contacting public aid centres or your bank. Please understand that we cannot provide you with further support.



## Payment

### What payment options are there?

You have the following options for settling the outstanding debts:

1. Issuing a SEPA mandate – the most convenient option for you. In this regard, by sending a SEPA mandate you are authorising us as EWE VERTRIEB GmbH to collect amounts due from your account by direct debit and to refund credit as quickly as possible.
2. Bank transfer.  
Please always state your 12-digit contract number as the reason for payment so that we can post the payment correctly.  
Our bank details:  
IBAN DE59 2802 0050 1422 1121 00  
Oldenburgische Landesbank AG

### What happens if payments are overdue?

Generally speaking, we do not debit arrears. They must be transferred to the account (IBAN DE59 2802 0050 1422 1121 00) that EWE VERTRIEB GmbH holds with Oldenburgische Landesbank, and the contract number must be provided.

### Can arrears be debited too?

Generally speaking, we do not debit arrears. They must be transferred to the account (IBAN DE59 2802 0050 1422 1121 00) that EWE VERTRIEB GmbH holds with Oldenburgische Landesbank, and the contract number must be provided.

### Is it possible to change the payment date?

Anticipated payments and bills must be paid on the dates indicated. It is generally not possible to change the payment date or to defer payment.

### Are partial payments or instalments possible?

If all of the anticipated payments have been paid on time in advance of a bill, we offer the option of paying the arrears of an increased bill in appropriate instalments. If the payment periods have elapsed, the arrears must be paid within the reminder procedure.

### I can't pay the debt.

#### What options do I have?

The entire debt must be settled to avoid the reminder procedure. If you are unable to pay a debt, you also have the option of contacting public aid centres or your bank. Please understand that we cannot provide you with further support.



## Blocking/ unblocking

### From what point ought I to expect blocking?

You will be informed of the earliest possible blocking date in writing in the notification of cessation of supply. From this date onwards, you must expect that your power supply may be stopped at any time.

### How does blocking work?

Usually, a network operator employee is tasked with taking your meter out of operation. The employee appears at your home on the day your supply is blocked and deactivates the meter.

### Do I have to allow access to the meter?

Yes, the commissioned network operator employee must be granted access to the meter.

You will find the legal bases for this in Section 21 of the German Low Voltage Connection Regulation (NAV) or the German Low Pressure Connection Regulation (NDAV).

Please note: If the network operator's employee is not granted access for blocking, the power supply may be disconnected outside the building. You will be charged the additional costs of approx. EUR 1,200.00 resulting from this measure.

### Why was I blocked?

You were blocked because you did not pay the anticipated payments or the annual statement of account on time.

### What is an anticipated payment?

The instalment is charged to you regularly (usually monthly) as a lump sum for your electricity or natural gas supply. The anticipated payment is made up of the current energy price and your consumption. The level of consumption is estimated for new customers and calculated from the previous year's consumption for existing customers. If the annual consumption increases or decreases, the amount of the monthly advance payment increases or decreases too.

### Did EWE block me? How did I get blocked?

EWE VERTRIEB GmbH (or another provider) supplies you with electricity and/or gas. Unpaid anticipated payments or bills resulted in you being blocked. This was done by EWE Netz GmbH. Please contact the hotline directly if you have any further questions: 0800 393 2000.

# Important questions, helpful answers: concerning the payments you make to EWE.



## Blocking/ unblocking

### **I've been blocked. Do I have to pay everything immediately to restore my electricity/gas supply?**

If you are blocked, you must pay the full outstanding amount including the reminder, blocking and unblocking costs immediately to be unblocked again. The supplier's positive receipt of payment is relevant here, not the transfer date.

### **What costs are incurred during blocking/unblocking?**

The costs for blocking at the meter are EUR 65.00, and EUR 77.35 is charged to put the blocked meter back into operation. Additional costs are incurred if the field service staff have to make further visits.

Important: The costs incurred due to blocking and unblocking must be paid before supply is resumed.

### **Under what circumstances will my supply be unblocked again?**

The outstanding amount must be paid in full for unblocking to be ordered.

#### Please note:

The costs for blocking and unblocking are also included in this amount. You must pay them before the meter is put back into operation.

Special prerequisite for gas: If a gas meter is switched off, a pressure test is generally necessary. You must task a registered installation company with carrying out this test yourself. You shall bear any costs incurred as a result. The notice of completion must be forwarded to the network operator as quickly as possible; only then can the supply be unblocked.

### **I've paid – why won't I be unblocked?**

Generally speaking, the unblocking order is only given to the network operator once all of the outstanding debts and accrued blocking and unblocking costs have been paid. Following receipt of your payment, the energy supply is usually approved again by the network operator within two working days (Mon. – Fri.).

Please note that it can take up to three working days for us to receive your bank transfer. Your supply will only be approved afterwards.

### **Would it be useful to submit deposit slips?**

Unblocking is only carried out when EWE has received all the money. Any other evidence will not be accepted as evidence.

### **Can a date be agreed for blocking/unblocking?**

No. An appointment is generally not made. But should an appointment be absolutely essential nevertheless, you can let us know your telephone number to pass on to the network operator by calling 0800 393 2000.

### **Would me visiting the EWE Service Point speed things up or make any difference at all?**

The Service Point cannot assist you with this matter. Please contact the hotline.

### **Has EWE actually received the transferred amount?**

A bank transfer generally takes three working days to be credited to your contract account. If the amount was not received during this time, it may not have been assigned correctly. Please check whether you have provided the correct contract number in the reason for payment. And did you use the correct account information?

Our bank details are:

IBAN DE59 2802 0050 1422 1121 00

Oldenburgische Landesbank AG

# Meters

## How do I find my meter?

Each meter has a number. This meter number is one-of-a-kind. So we can use this number to determine the point of use.

## Where do I take the meter reading?

Operation counters are available on the meter. Next to or below them, kWh stands for electricity, m<sup>3</sup> for gas and m<sup>3</sup> for water.

## When does it have to be read?

When keys are received from or returned to the caretaker or homeowner.

## What do I need to register/de-register with EWE?

A handover certificate stating your address, meter number, meter reading and key receipt or handover date is best.

## What is an anticipated payment?

The instalment is charged to you regularly (usually monthly) as a lump sum for your electricity or natural gas supply. The anticipated payment is made up of the current energy price and your consumption. The level of consumption is estimated for new customers and calculated from the previous year's consumption for existing customers. If the annual consumption increases or decreases, the amount of the monthly advance payment increases or decreases too.

## Who is responsible for the anticipated payment amounts and who pays them?

The customer themselves is the contracting partner and is responsible for payment of the anticipated payments. If the customer receives money from the job centre or social welfare office, this must be clarified with them.

## What do I have to hand in to the social welfare office/job centre?

You can obtain this information from your case worker at the job centre / social welfare office.

## What is an annual statement of account?

You receive an electricity and/or gas bill from EWE once per year. This shows your annual consumption within a defined period of time. Here, you can also see whether you need to get money back (credit) or pay it back (remaining payment amount). The annual statement also informs you of the new anticipated payment based on your consumption data.

## When do I receive the annual statement of account?

It is created once a year. The time is different at each address.

## Can I get a copy of the annual statement of account?

Yes, by post. Copies cannot be printed out at the Service Points.

## Is it possible to subsequently pay in instalments?

You can only clarify this by calling the EWE Service Hotline. Please call the free hotline to do so: 0800 393 2000.

## When do I receive a reminder?

You receive a reminder if EWE has not received the anticipated monthly payment or a supplementary payment by the agreed date or in the agreed amount. You can find the relevant dates in your contract confirmation or annual statement of account.

## Examples of meters:



Gas meter



Analogue electricity meter



Digital electricity meter



Digital electricity meter

Additional information about the different meter types can be found at [www.ewe-netz.de/hilfe/zaehlerprozesse](http://www.ewe-netz.de/hilfe/zaehlerprozesse)



## Paying your electricity or gas bill.

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