



Billing from A to Z!




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Simple and straightforward!

**Everything you ever wanted to know
about your bill.**

Example of the consumption bill

Muster


39

0000 Energie und Wasser, Postfach 20 08, 53111 Bonn

Herrn
Karl Mustermann
Musterstraße 1
53111 Bonn

Nutzen Sie unsere Serviceverbindungen:

Tel.: 0200 1 011700 (kostenlos aus dem Festnetz)
an Wochenenden, Feiertagen, 24h
Mo. - Fr. 08:00 - 20:00 Uhr
Sa. 08:00 - 16:00 Uhr
Fax 0200 111 001008 E-Mail: info@energieundwasser.de

Vertragskonto: / Kundennummer:

1 **9000000** / **1000000** 2

(bei Übersetzung und Rückfragen bitte
unbedingt angeben)

Bonn, 04.12.2012

Verbrauchsabrechnung 3

vom: 01.01.2013 - 31.12.2013; 365 Tage (Vorperiode 366 Tage)

Rechnungsnummer: 70000000000

Sehr geehrter Herr Mustermann,

wir bedanken uns für Ihr Vertrauen und berechnen Ihnen unsere Leistungen für den oben genannten Zeitraum für die Lieferstelle - 53111 Bonn Musterstraße 1 - wie folgt:

Produkt 4	Lieferung 5	(Vorperiode)	Netto (€) 7	USt. (%) 8a	USt. (€)	Bruttobetrag (€) 9
Strom	5.674,00 kWh	(5.689,50 kWh)	1.317,46	19	250,32	1.567,78
Gas	12.015,00 kWh	(11.518,00 kWh) 6	733,50	19	139,37	872,87
Wasser	130,87 m³	(131,33 m³)	305,28	7	21,37	326,65
Summe: 10			2.356,24	8c	411,06	2.767,30

abzüglich geleisteter Zahlungen bis 03.12.2012 11 -2.585,00

Forderung 12 182,30

13 Den Betrag von 182,30 EUR werden wir am 27.12.2012 von Ihrem Konto 999999999 bei der Postbank (BLZ 37010050) abbuchen.

Der künftige Abschlag beträgt **235,00 EUR** (inst. USt. 34,38 EUR) und ist zu folgenden Terminen fällig:

03.03.2014 01.04.2014 02.05.2014 02.06.2014 01.07.2014 01.08.2014 01.09.2014 01.10.2014
03.11.2014 01.12.2014 02.01.2015

Energie- und Wasserversorgung Bonn/Rhein-Sieg GmbH (EWS), Wirtschaftsmittelstraße 4, 53111 Bonn

Kunden-Support
Postfach 20 08 Bonn (BLZ 37010050)
E-Mail: info@energieundwasser.de
www.energieundwasser.de

Konto-Inhaber
Karl Mustermann (BLZ 37010050)
BIC: EWSG3333
Konto-Nr.: 200 000 000 000
IBAN: 53 000 000 000 000 000 000

Servicecenter Wirtschaftsmittelstraße 4
Öffnungszeiten:
Mo-Fr 9:00 - 18:00 Uhr
Sa 9:00 - 14:00 Uhr
So 10:00 - 17:00 Uhr

Geschäftsführer
Dipl.-Ing. Peter Reichert
Dipl.-Ing. Hans-Joachim
Königsdorfer des Aufstufungsbereichs
Wasserwirtschaft

Vize-Geschäftsführer
Dipl.-Ing. Peter Reichert
Dipl.-Ing. Hans-Joachim
Königsdorfer des Aufstufungsbereichs
Wasserwirtschaft

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Er wird zu diesen Terminen von Ihrem Konto abgebucht.

Einen detaillierten Berechnungsnachweis über unsere ausgeführten Leistungen finden Sie auf der(n) Folgeseite(n). Falls Sie weitere Erläuterungen benötigen, steht Ihnen unser Servicepersonal gerne zur Verfügung.

Mit freundlichen Grüßen
Ihre
SWB Energie und Wasser

7

Example of how consumption is depicted Electricity/gas

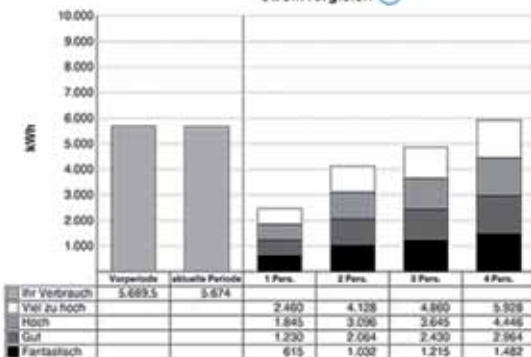
Verbrauchsabrechnung
vom 04.12.2012 Nr. 70000000000
Kundennummer 1000000

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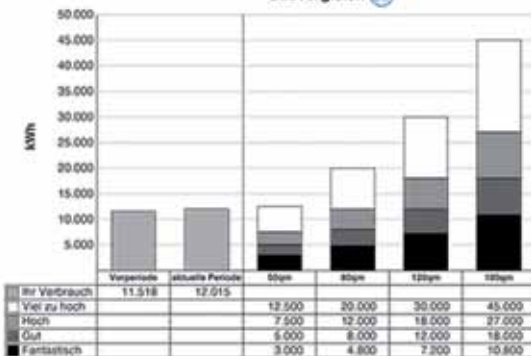
Muster

Um Ihren Verbrauch besser einschätzen zu können, finden Sie nachfolgend einen Vergleich Ihres Energieverbrauchs zum durchschnittlichen Jahresverbrauch eines Haushalts mit gleicher Personenzahl bzw. zu edgasbeheizten Gebäuden der gleichen Fläche.

Stromvergleich 39



Gasvergleich 39



* Legende Ablesart
01 Ablesung, 02 Kundenablesung, 03/04 Schätzung

Example of consumer information Electricity/gas

Muster

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Fragen oder Beschwerden im Zusammenhang mit Ihrer Energielieferung können an unseren Verbraucherservice gerichtet werden:

SWB Energie und Wasser
Postfach 2509
53015 Bonn
Tel.: 0800 1 011700 (kostenfrei aus dem Festnetz der Deutschen Telekom AG)
E-Mail: info@stadtwerke-bonn.de

Der Verbraucherservice der Bundesnetzagentur für den Bereich Elektrizität und Gas 37

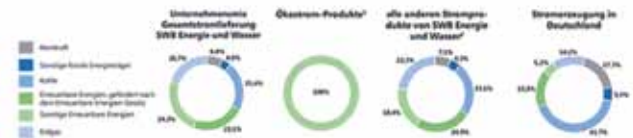
Der Verbraucherservice der Bundesnetzagentur stellt Ihnen Informationen über das geltende Recht, Ihre Rechte als Haushaltskunde und über Streitbeilegungsverfahren für die Bereiche Elektrizität und Gas zur Verfügung und ist unter folgenden Kontaktdaten erreichbar:
Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post, Eisenbahnen Verbraucherservice
Postfach 8001 / 53105 Bonn
Telefon: 030 22480-500 oder 01805 101000 - Bundesweites Infotelefon (Festnetzpreis 14ct/min; Mobilfunkpreise maximal 42 ct/min)
Telefax: 030 22480-323
E-Mail: verbraucherservice-energie@bnetza.de

Zur Beilegung von Streitigkeiten kann ein Schlichtungsverfahren bei der Schlichtungsstelle ENERGIE beantragt werden. Voraussetzung dafür ist, dass der Verbraucherservice unseres Unternehmens angefragt wurde und keine beidseitig zufriedenstellende Lösung gefunden wurde.

Schlichtungsstelle Energie e.V. 34
Friedrichstraße 133
10117 Berlin
Tel.: 030 / 27 57 240 - 0
Fax: 030 / 27 57 240 - 69
Internet: www.schlichtungsstelle-energie.de
Mail: info@schlichtungsstelle-energie.de

Stromkennzeichnung 2012 35

gemäß § 42 Energiewirtschaftsgesetz auf Basis der Zahlen des Jahres 2011:



Umweltauswirkungen je Kilowattstunde

CO ₂ -Emissionen	300 g/kWh	8 g/kWh	373 g/kWh	122 g/kWh
Radioaktiver Abfall	0,0002 g/kWh	0,0000 g/kWh	0,0002 g/kWh	0,0005 g/kWh

* 04 bis 06 Punkte mit einem Energiegehalt von 100% Erneuerbare Energien (z.B. Biomasse, Wind, Solar)

† 01 bis 03 Punkte mit einem Energiegehalt von 100% Erneuerbare Energien (z.B. Biomasse, Wind, Solar)

Günstigen Kontakt zu unserem Kundenbetriebs und schnelle Informationen über unsere Produkte und Angebote erhalten Sie in unserem Service-Center, Weichenstrasse 4, 53111 Bonn, und telefonisch unter Telefon 0800 1 011700.

* Legende Ablesart
01 Ablesung, 02 Kundenablesung, 03/04 Schätzung

Explanation of the consumption bill SWB Energie und Wasser

1 Contract account

Both incoming and outgoing payments are booked under this number. More than one contract account can be maintained under your customer number.

2 Customer number

Your customer number enables your customer data to be identified quickly and unambiguously for queries and payments. This prevents any confusion from arising. Please always quote this number when talking to us or when contacting us in other ways (by letter, fax or email).

3 Consumption bill

Here you will find firstly the billing period with the number of calendar days stated (the number stated in the previous bill is shown in brackets right next to it), and secondly the invoice number. The invoice number is used to identify the bill clearly. As a rule, the billing period is one year (365 calendar days); it may be a few days more or less due to the point in time when the reading is taken. The first billing period may be significantly shorter if you have just moved into a new home. The reason for this is that there is a fixed reading date each year for every meter.

4 Product

You will find the types of energy which you obtain from us under "Product".

5 Supply

Your consumption of power and drinking water within the billing period is listed under this heading. Consumption of electricity, gas and heat is specified in kilowatt hours (kWh), and that of drinking water in m³ (1 m³ = 1,000 litres).

6 Previous period

To give you an overview of changes in your consumption levels, we also list the quantities for the previous billing period alongside the current consumption values. If your power/water consumption in the current year differs significantly from the previous year, please first check whether the period for the previous year was shorter than the current billing period (see Point 3 regarding this).

7 Net

These are the sums billed for the power and water supplied by us during the stated billing period, not including Value Added Tax.

8a 8b Value Added Tax (VAT)

This is the Value Added Tax that is payable on the net amount. This is currently charged at 19%. The exception to this is drinking water. 7% VAT applies to this.

9 Gross amount

Under this heading the net amount and the Value Added Tax per product are brought together in one overall amount (gross amount).

10 Total/Invoice amount

The invoice amount is the total of the various net amounts, Value Added Tax amounts and gross amounts.

11 Payments made

You will have already settled a large portion of your invoice amount in the past through payment of your monthly advance payments. The total of the advance payments made is shown directly under the invoice amount (Item 10). The total amount shown for the payments made is a gross amount since the advance payments are also charged as gross amounts. An itemisation of the payments made is also included in the invoice.

12 Credit/Outstanding amount

The difference between the invoice amount (Item 10) and the total of the payments made (Item 11) is the remaining amount, which may either be a credit in your favour or an outstanding amount.

13 Direct debit/Bank transfer

Any credit is immediately credited to the bank account specified; any outstanding amount will be debited to your account on the stated due date if you have provided us with a direct debit authorisation.

If you have not provided direct debit authorisation, the outstanding amount must be credited to our account by the specified due date.

14a Future electricity advance payment

We calculate the expected consumption for the following billing period on the basis of the billed quantities consumed. These quantities are valued in accordance with the prices, charges and taxes applicable at the time the invoice is generated.

The forecast gross amount is sub-divided for 12 due dates. 11 equal advance payment amounts, which are listed here, are charged each month on fixed dates; the 12th advance payment amount is charged with the new annual invoice. As a result, your consumption bill will frequently show an outstanding amount. However, the advantage for you is that if the general conditions remain constant, you can pay an equal amount each month.

In the case of electricity and water the weighting is applied according to the number of calendar days.

Example of electricity calculation: sample invoice

Menge des abgerechneten Zeitraumes:	4.280,00 kWh
Anzahl der Verbrauchstage:	364
Letztes Ablesedatum:	28.04.2011
Neues Ablesedatum:	25.04.2012
Gewichtungszeitraum:	26.04.2012 – 03.05.2013
Verbrauchstage:	373

Mengenermittlung:

4.280,00 kWh : 364 Tage	=	11,758242 kWh (durchschnittliche Tagesmenge)
11,758242 kWh * 373 Tage	=	4.385,82 kWh (Prognoseverbrauch)

Berechnung der Kosten:

4.385,82 * 0,1955 € / kWh (Arbeitspreis ab 01.04.2012)	=	857,43 €
Fester Leistungspreis: 50,40 € / Jahr : 365 Tage. * 373 Tage	=	51,50 €
Verrechnungspreis: 32,40 € / Jahr : 365 Tage. * 373	=	33,11 €

Nettosumme:	942,04 €
Umsatzsteuer 19%	178,99 €

Bruttosumme:	1.121,03 €
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Monatliche Abschlagsermittlung:

1.121,03 € : 12 Monate	=	93,00 € (gerundet auf glatten Betrag)
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Bei Gas erfolgt die Gewichtung nicht nach Kalendertagen, sondern nach Temperaturtagen (Gradtagen).

14b Future water advance payment

We calculate the expected consumption for the following billing period on the basis of the billed quantities consumed. These quantities are valued in accordance with the prices, charges and taxes applicable at the time the invoice is generated.

The forecast gross amount is sub-divided for 12 due dates. 11 equal advance payment amounts, which are listed here, are charged each month on fixed dates; the 12th advance payment amount is charged with the new annual invoice. As a result, your consumption bill will frequently show an outstanding amount. However, the advantage for you is that if the general conditions remain constant, you can pay an equal amount each month.

In the case of electricity and water the weighting is applied according to the number of calendar days.

Example of water calculation: sample invoice

Menge des abgerechneten Zeitraumes:	106,00 m ³
Anzahl der Verbrauchstage:	364
Letztes Ablesedatum:	28.04.2011
Neues Ablesedatum:	25.04.2012
Gewichtungszeitraum:	26.04.2012 – 03.05.2013
Verbrauchstage:	373

Mengenermittlung:

106,00 m ³ : 364 Tage	=	0,2912088 m ³ (durchschnittliche Tagesmenge)
0,2912088 m ³ * 373 Tage	=	108,62 m ³ (Prognoseverbrauch)

Berechnung der Kosten:

108,62 m ³ * 1,59 € / m ³	=	172,71 €
Grundpreis: 97,20 € / Jahr : 365 Tage * 373 Tage	=	99,33 €

Nettosumme:	272,04 €
Umsatzsteuer 7%	19,04 €

Bruttosumme:	291,08 €
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Monatliche Abschlagsermittlung:

291,08 € : 12 Monate	=	24,00 € (gerundet auf glatten Betrag)
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Bei Gas erfolgt die Gewichtung nicht nach Kalendertagen, sondern nach Temperaturtagen (Gradtagen).

14c Future gas advance payment

We calculate the expected consumption for the following billing period on the basis of the billed quantities consumed. These quantities are valued in accordance with the prices, charges and taxes applicable at the time the invoice is generated.

The forecast gross amount is sub-divided for 12 due dates. 11 equal advance payment amounts, which are listed here, are charged each month on fixed dates; the 12th advance payment amount is charged with the new annual invoice. As a result, your consumption bill will frequently show an outstanding amount. However, the advantage for you is that if the general conditions remain constant, you can pay an equal amount each month.

In the case of gas the weighting is applied according to the number of degree days:

A number of degree days is the difference between the mean room temperature (set value of 20 degrees Celsius) and the mean outside temperature.

Example of gas calculation: sample invoice

Menge des abgerechneten Zeitraumes:	21.841,00 kWh
Tatsächliche Gradtagssummenzahl (GTSZ):	3.032,50
Anzahl der Verbrauchstage:	364
Letztes Ablesedatum:	28.04.2011
Neues Ablesedatum:	25.04.2012
Gewichtungszeitraum:	26.04.2012 – 03.05.2013
Prognostizierte Gradtagssummenzahl (GTSZ):	3.357,95
Verbrauchstage:	373
EGVB:	Eigengewichteter Verbrauchsanteil

Mengenermittlung:

21.841,00 kWh : 3.032,50 (GTSZ)	=	7,20230832646 (EGVB)
7,20230832646 (EGVB) * 3.357,95 (GTSZ)	=	24.185,00 kWh (gerundet)

(Die Gasabrechnung ist in dem Arbeitsblatt G 685 des Deutschen Vereins des Gas- und Wasserfaches e.V. (DVGW) geregelt. Es handelt sich bei diesem Arbeitsblatt um ein umfangreiches technisches Regelwerk. Im Gegensatz zur Strom- und Wasserabrechnung erfolgt gemäß dieses Regelwerkes die Abrechnung der kWh-Menge **ohne Nachkommastellen**.)

Berechnung der Kosten:

24.185,00 kWh * 0,051900 € / m ³ (Arbeitspreis ab 01.09.2011)	=	1.255,20 €
Grundpreis: 109,92 € / Jahr : 365 Tage * 373 Tage	=	112,33 €

Nettosumme:	1.367,53 €
Umsatzsteuer 19 %	259,83 €

Bruttosumme:	1.627,36 €
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Monatliche Abschlagsermittlung:

1.627,36 € : 12 Monate	=	136,00 € (gerundet auf glatten Betrag)
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Bei Gas erfolgt die Gewichtung nicht nach Kalendertagen, sondern nach Temperaturtagen (Gradtagen).

The individual degree day figures per day are added together to give overall degree day figures for a month or a heating period. The individual monthly degree day figures are in turn added together to produce an overall aggregate degree day figure for the bill. The outside temperature used is based on the values ascertained by the German Meteorological Service. Should the mean outside temperature be higher than the mean room temperature (set value of 20 degrees Celsius), the degree day figure is always zero.

15 **Ascertaining of consumption**

This section, which deals with each product separately, contains all the details regarding billing and splitting periods and meter readings, as well as the associated reading method and the resulting consumption quantities. As a rule the invoice is created for a period of 12 months (365 days). It is based on the meter reading at the beginning and at the end of the billing period. The difference between the two meter readings gives the consumption. If the prices, charges or taxes change within the billing period, a changeover point is defined accordingly. The changeover can take place either automatically or by using an actual meter reading. In the case of the gas bill a billing factor is used to convert the volumetric consumption in cubic metres into kilowatt hours (thermal conversion – see Item 16). The quantities are allocated in the case of electricity and water according to calendar days, and in the case of gas according to temperature days (degree days).

16 **Factor/Billing factor/Heating value factor (in this case: 10.043)**

The factor (also referred to as billing factor or heating value factor) specifies the heat content per cubic metre of gas. The cubic metres consumed as shown by the meter are converted into kilowatt hours by multiplying the number of cubic metres consumed by the heating value factor. The heating value factor is determined from the mean heating value of the gas supplied in the billing period. The heating value for billing is determined according to specified criteria which are binding on the gas suppliers (*Technical Rule – Worksheet G685 of the German Technical and Scientific Association for Gas and Water DVGW*).

A kilowatt hour of gas and a kilowatt hour of electricity contain differing amounts of available useful energy. In view of the differing levels of efficiency in the consumption of gas and the circumstance that, unlike electricity, gas is measured according to its heating value, when gas is used up to **1.35 times** as many kilowatt hours are required, compared to electricity, for the same usable quantity of heat, depending on the type of use and the size of the device.

17 **Metering point code**

In the liberalised electricity and gas market, the metering point code defines the metering point unambiguously. The metering point code is issued once only throughout Germany and does not change when a meter is replaced. It is used as central information for electronic data interchange in the power industry. Metering point codes are also allocated in the non-liberalised sectors of district heating and water by the responsible network operators so that in this case too unambiguous identification of the corresponding measuring points is ensured.

18 **Meter number**

The meter number is the number shown on the meter. If there is a scheduled change of meter within the billing period, this is shown accordingly for delimitation purposes on your consumption bill. An image of every meter which has been changed is recorded using a digital camera that is deemed to provide judicial standards of evidence.

The tamper-proof images are electronically archived.

19 **Ascertaining the amount**

The consumption bill is specified in this section with the prices which apply for you. The individual price components for electricity are explained in Items 20-29 and 31/33, and for gas in Items 20-27, below. In the case of water and district heating there is not such a large number of price components.

20 Energy price

The energy price is the price per unit (power: kWh, water: m³) including taxes and charges before Value Added Tax (electricity: Items 23-29 and 31/33; gas: Items 23-27). The price components for the Items shown in brackets do not exist in the case of water and district heating. The quantities consumed are multiplied by the corresponding energy price.

21 Service price/Basic price

The service price/basic price is a fee for providing power and water. It is used to cover power plant and network maintenance and network investment costs.

22 Settlement price

The settlement price is a fee for the costs incurred each year for metering and measuring equipment, for recording meter readings, and for billing and collection. The amount of it depends on the technical condition of the respective metering equipment that is installed and any associated control equipment.

23 Electricity tax/Natural gas tax

Electricity tax: In § 1 of the Electricity Tax Law which came into force on 01.01.2000, the legislator specified that electric power is subject to the electricity tax throughout the Federal Republic of Germany. This tax must be collected by the energy supplier and paid to the responsible authority.

Natural gas tax: In § 38 of the Energy Tax Law which came into force on 15.07.2006, the legislator specified that the tax arises due to supplied or self-produced natural gas being taken for consumption from the distribution network in the tax territory (Federal Republic of Germany). This tax must be collected by the energy supplier and paid to the responsible authority.

24 Fee for using the network

The fee for using the network includes the costs for maintaining and repairing the electricity and gas networks. The suppliers must pay this fee to the network owner in return for supplying their customers with electricity and/or gas. The network fees are approved by the relevant network agency (see § 40 (2) no. 7 of the EnWG) (Law on the Fuel and Electricity Industries) in this regard.

25 Measurement fee

In accordance with § 40 (2) no. 7 of the EnWG, we as an energy supplier are obliged to show the costs for measuring energy consumption separately. These costs are charged to the energy supplier by the respective network operator. The term 'measurement' covers all the activities that are connected with the recording and forwarding of meter readings.

26 Fee for metering point operation

In accordance with § 40 (2) no. 7 EnWG, we as an energy supplier are obliged to show the costs for metering point operation separately. These costs are charged to the energy supplier by the respective network operator. The term metering point operation covers all the activities which are connected with the meter itself (e.g. calibration, meter replacement, fault rectification).

27 Concession fee

The Konzessionsabgabenverordnung (KAV) (Concession Fee Ordinance) governs the fees which the energy suppliers have to pay over to a district council or municipality in order to be given the right to use the public roads for laying and operating electricity cables for example.

The local authority charges a fee for the use of public roads and property for laying the electricity, gas and water cables/pipes. In the case of electricity and gas the fees are charged per cent and kilowatt hour and are based on the number of inhabitants in the municipality or district, the voltage level of the mains supply, the power and the annual consumption (see § 2 (2) no. 1b of the KAV). There is a duty to show amounts separately in the invoice according to § 40 (2) no. 7 of the EnWG.

28 Fee required according to the KWK-Gesetz (Heat-Power Cogeneration Act)
(Law for maintaining, modernising and expanding the cogeneration of heat and power)

The modernisation and expansion of combined heat and power plants that are operated with fossil fuels is promoted in the Federal Republic of Germany by the Heat-Power Cogeneration Act (the law for maintaining, modernising and expanding the cogeneration of heat and power). Increased use of combined heat and power plants is intended to achieve further reductions in CO₂ emissions. The legislator has defined a funding method for this too which, in contrast to the EEG (Renewable Sources of Energy Law), passes on the additional costs **to the energy suppliers and consequently indirectly to the end customers** via the network usage fees charged by the network operators.

29a Levy according to § 19 (2) of the Stromnetzentgeltverordnung (NEV) (Electricity Grid User Fee Ordinance)

According to the Stromnetzentgeltverordnung (StromNEV), the network operators are obliged to charge a reduced network usage fee in cases of non-standard network usage (§ 19 para. 2 sentence 1 of the StromNEV). Furthermore, as part of the amendment of the Energiewirtschaftsgesetz (EnWG) in 2011, the StromNEV was altered so that companies which have to use a lot of energy are fully exempted from the obligation to pay network charges (§ 19 para. 2 sentence 2 of the StromNEV). At the same time - likewise as part of the aforesaid amendment of the EnWG - a contribution assessment procedure was introduced for the loss of profit suffered by network operators as a result of the aforesaid network fee reductions and/or network fee exemptions (§ 19 para. 2 sentences 6-8 of the StromNEV). This stipulates that transmission network operators must reimburse the aforementioned loss of profit to downstream network operators, and that they must fairly apportion these payments and their own loss of profit among themselves by means of a financial settlement mechanism. In relation to this equalisation mechanism reference is made to § 9 of the KWK Law, which is to apply accordingly. This contribution assessment procedure was specified in detail by the Federal Network Agency by way of an official stipulation. It obliges electricity distribution network operators to collect from the electricity suppliers the levy which is published by the transmission network operators according to § 19 para. 2 of the

StromNEV, and to pay it over to the transmission network operators.

29b The levy according to § 19 of the StromNEV is subdivided by categories of final consumers

The § 19 StromNEV levy for 2013 is collected from final consumers as from 01.01.2013.

Levy by category of final consumers

Year	FC category A	FC category B	FC category C
2013	0.329 ct/kWh	0.050 ct/kWh	0.025 ct/kWh

Final consumer category A

Amounts of electricity used by final consumers for the first 100,000 kWh per consumption point in each case.

Final consumer category B

Final consumers whose respective annual consumption at a consumption point exceeds 100,000 kWh additionally pay for electricity consumed in excess of 100,000 kWh a maximum \leq § 19 StromNEV levy of 0.05 ct/kWh.

Final consumer category C

Final consumers which are classified under manufacturing industry, railway transportation or railway infrastructure and whose electricity costs in the preceding calendar year exceeded four per cent of their turnover pay a maximum of 0.025 ct/kWh for electricity consumed in excess of 100,000 kWh.

30 Conversion figure

The conversion figure describes the relationship of a volume of gas in its normal state to the volume of gas in its operational state. In order to convert the consumption in cubic metres into consumption in kilowatt hours (thermal energy), the heating value for billing is multiplied by the conversion figure and the consumption in cubic metres ($\text{m}^3 \times \text{heating value for billing} \times \text{conversion figure} = \text{consumption in kilowatt hours}$). This is used, for example, when calculating the calorific value (in kWh) of the volume of gas (measured by the gas meter in m^3) and the heating value of the gas.

The following applies in this regard:

$$H_i = V_B \cdot Z \cdot H_{S,n}$$

Where the symbols denote the following:

H_i = calorific value (kWh)

V_B = gas volume in its operational state (m³)

Z = conversion figure

$H_{S,n}$ = average heating value in its normal state (kWh/m)

Z is calculated according to the following formula:

$$Z = \frac{T_n}{T} \cdot \frac{p_{amb} + p_e - \varphi \cdot p_s}{p_n} \cdot \frac{1}{K}$$

Where the symbols denote the following:

T_n = 273.15 Kelvin (equals 0° Celsius) standard temperature

T = $T_n + t$ = mean gas temperature in Kelvin

t = mean gas temperature in degrees Celsius

p_n = 1,013.25 hPa (= 1.01325 bar) standard air pressure

p_{amb} = (1,016 – 0.12*H) = annual mean value of air pressure at the respective geodetic height H

p_e = effective pressure of the gas (outlet pressure at the gas pressure regulating device)

$\varphi \cdot p_s$ = water partial vapour pressure of the gas

K = compressibility coefficient where $p_e \leq 1,000$ mbar = 1)

The conversion figure Z is dimensionless.

31 EEG Law charge (Law for the the preferment of renewable forms of energy)

The German law for the the preferment of renewable forms of energy, which is commonly referred to by its abbreviated title, the Erneuerbare-Energien-Gesetz (EEG) (Renewable Forms of Energy Law) is intended to promote the expansion of facilities which generate power without emitting any greenhouse gases (in particular from wind and solar energy). Its primary purpose is climate protection, and it is one of a whole series of legislative measures which are intended to reduce dependence on fossil fuels, such as oil, natural gas or coal, as well as dependency on energy imports from outside the EU. The additional costs which arise as a result of this support, i.e. the difference between the rate of remuneration according to the EEG and the market price of the electricity, are evenly allocated among the energy supply companies (ESC's) according to the statutory arrangements (nationwide equalisation provisions), and are added

to the cost of power for the customer, in other words they are borne by all electricity customers. The energy supplier is legally obliged to collect this EEG surcharge from the customer.

32 Network operator code number

According to § 40 (2) no. 3 of the Energiewirtschaftsgesetz (EnWG) the relevant metering point designation and the code number of the network operator must be shown separately in invoices for energy supplies: in the liberalised electricity and gas market, the metering point code (see Item 17) defines the measuring point unambiguously.

The metering point code is issued once only throughout Germany and does not change when a meter is replaced. It is used as central information for electronic data interchange in the power industry. On the one hand the code number facilitates security of supply and delivery, and on the other hand it also facilitates security of billing. For electricity, the code number of the responsible network operator is allocated by the German Association of Energy and Water Industries (BDEW), and for gas it is allocated by the German Technical Association for Gas and Water (DVGW).

33 Charge for billing network usage

These costs cover the billing expenditure for drawing up and issuing the network usage invoices for the various suppliers which supply customers in a network (see § 40 (2) no. 7 of the EnWG in this regard).

34 Mediation body

If a company has not resolved a complaint within four weeks, any consumer may refer it to the mediation body. The company is legally obliged to take part in the mediation proceedings. The right of those taking part to go before the courts or to request another procedure according to the EnWG remains unaffected. The mediation body may however require the parties involved to suspend any order for payment procedure that has already been initiated. If the consumer's complaint/objection is not resolved by the energy supply company, the reasons must be stated in writing or by electronic means according to § 111a of the EnWG, and reference must be made to the mediation proceedings according to § 111b of the EnWG:

You may initiate mediation proceedings against the decision according to § 111b of the EnWG at the Schlichtungsstelle Energie e.V., Friedrichstraße 133, 10117 Berlin (telephone +49 (0)30 7 2757241-0; fax +49 (0)30 2757240-69; email: info@schlichtungsstelle-energie.de). The details of the mediation proceedings are laid down in the Rules of Procedure of the Verein Schlichtungsstelle Energie e.V. dated 19.09.2011, which can be downloaded at: <http://www.schlichtungsstelle-energie.de/>. There is a duty to refer to the mediation body in the bill according to § 40 (2) no. 8 of the EnWG.

35 Electricity identification

Electricity supply companies are obliged according to § 42 (1) of the Energiewirtschaftsgesetz (EnWG) to state the following in, or as an enclosure to, the bills that they issue to final consumers (customers), and also in advertising materials sent to them as well as on their website for the sale of electricity:

1. the proportion of the overall energy mix represented by individual energy sources (nuclear energy, coal, natural gas and other fossil fuels, renewable forms of energy that are supported according to the Erneuerbare-Energien-Gesetz (EEG), and other renewable forms of energy), which the supplier has used in the previous year or the year before that.

According to § 42 (2) of the Energiewirtschaftsgesetz (EnWG) the information regarding the mix of energy sources and environmental impacts must be supplemented by the corresponding average values for electricity generation in Germany and be visually depicted in graphs/ diagrams of an appropriate size.

36 Notice period for energy supply contract

This is the applicable notice of cancellation period for the respective energy supply contract. Reference to the notice period is made according to § 40 (2) no. 2 of the EnWG.

37 Consumer service of the Federal Network Agency in the field of electricity and gas

According to § 40 (2) no. 8 of the Energiewirtschaftsgesetz (EnWG) we are obliged to show separately in our consumer bills "the contact details of the consumer service of the Federal Network Agency in the electricity and gas sector".

38 QR code

Almost every iPhone/smartphone now has a QR code reader app. If you open this app and hold the camera that is then activated over this QR code, the app identifies our consumer bill as such and it displays the corresponding information notes about it. If you have a flatrate contract for your mobile internet, a link to our homepage is produced at the same time and the sample invoice which we have set up there is displayed.

39 Electricity comparator/gas comparator

According to § 40 (2) no. 6 of the Energiewirtschaftsgesetz (EnWG) in the case of domestic customers we are obliged to illustrate by means of diagrams how their own annual consumption compares to that of comparable categories of customer. This applies only to the electricity and gas sector. In this regard we are subject to the corresponding rules laid down by the German Association of Energy and Water Industries (BDEW).

40 Offshore liability levy

The demonstrated purpose of the offshore liability levy is to compensate for the costs and liability risks associated with the efficient, secure, reliable and economical connection of offshore facilities for generating wind power to the transmission network. What offshore actually means is: offshore or inshore. The key element of the Federal government's model in this regard is an offshore network development plan which is to be jointly drawn up by the transmission network operators (TNO's) which should not only list all the measures for appropriately improving, strengthening and expanding the offshore connection cables, but should also contain binding information concerning the start of implementation and concerning completion. If a transmission network operator does not comply with the rules specified for this development plan, the financial losses which an operator of an offshore wind farm suffers due to the delayed connection to the general supply grid should be at least partly compensated by the transmission network operator which is responsible for providing the connection.

Do you still have questions?

This is how to get in touch with us:

SWB Energie und Wasser
Welschnonnenstraße 4
53111 Bonn

Service center opening hours
Monday to Wednesday 9 a.m. to 4 p.m.
Thursday 9 a.m. to 6 p.m.
Friday 9 a.m. to noon

Telephone: +49 (0)800 1 011700
Email: info@stadtwerke-bonn.de
www.stadtwerke-bonn.de

From the main station in Bonn take the number 62 tram to the "Bertha-von-Suttner-Platz" stop, and from there take the number 61 tram to the "Wilhelmsplatz" stop.





You're well connected with SWB Energie und Wasser

stadtwerke-bonn.de
bonn-denkt-weiter.de
bonn-spärt-besser.de

Free callback service

Monday to Friday 8 a.m. to 7.30 p.m., Saturday 8 a.m. to 3.30 p.m. stadtwerke-bonn.de/rueckrufservice

Always up-to-date



facebook.com/Blaue.Couch



twitter.com/wirfuerhier

By the way: We are highly commended!



At the National Municipal Utilities Awards 2013 we won first prize – for the local implementation of the energy transition. Our customer service is equally impressive, which

has resulted in the energy users' portal naming us the TOP local supplier for electricity and natural gas for the sixth time in a row.



The German Institute for Energy Transparency (DIFET) officially rated our electricity and gas bill as "good".

SWB Energie und Wasser
Welschnonnenstraße 4
53111 Bonn

Tel.: +49 (0)800 1 011700
info@stadtwerke-bonn.de