



We
want to
help!

Behind with your payments, final reminder, been disconnected – what now?

Having difficulty paying your utility bills?

Don't delay – get in touch with us as soon as possible. Getting in touch early will help you avoid additional costs. And if the worst comes to the worst, it will help you ensure that you don't end up having your electricity, gas, heating or water supply disconnected. **Together we can find a solution.**

Being disconnected:

- has **serious consequences** – you will be left with no light, no heating, no hot water and no air conditioning.
- is expensive – you'll incur additional costs for disconnecting and reconnecting your supply.
- is **not easily reversed** – we will only reconnect your supply once you have paid off your debt in full.

There are lots of local advice centres that may be able to help you:

Energieschuldnerberatung der Stadtwerke Münster

Telephone: 0251 6 94 16 51

Caritasverband für die Stadt Münster e. V.

Telephone: 0251 53 00 90, www.caritas-ms.de



LichtBlick Seniorenhilfe e. V.

Telephone: 0251 59 06 58 90

www.seniorenhilfe-lichtblick.de/buero-muenster



Stromsparcheck

The Stromsparcheck (electricity saving check-up) team offers free on-site support for eligible households. The check-up includes checking your current power consumption, helping you with free, quick wins, such as installing LED bulbs, and energy saving tips.

For more information or to arrange an appointment, call 0251 20 31 82 56

www.caritas-ms.de/de/einrichtungen-und-angebote/bildung-und-unterstuetzung/jugendausbildungszentrum-jaz/stromspar-check/



Diakonie Münster

Telephone: 02 51.49 01 50, www.diakonie-muenster.de



Jobcenter Münster:

If you receive Arbeitslosengeld II unemployment benefit, talk to your benefit adviser, who will work with you to find a mutually agreeable solution.

Jobcenter Münster hotline: 0251 492 92 92

You can find out which Jobcenter you need to contact here: www.stadt-muenster.de/jobcenter/kontakt



Sozialamt:

Are you in receipt of Grundsicherung and/or Hilfe zum Lebensunterhalt benefits? Talk to your benefit adviser who will work with you to find a mutually agreeable solution.

Telephone: 0251 492 50 01

Sozialamt Münster

www.stadt-muenster.de/sozialamt



Verbraucherzentrale NRW

Beratungsstelle Münster, Aegidiistraße 46, 48143 Münster
Telephone: 0251.20 86 53



Stadtwerke
Münster



How can I avoid getting behind with my energy bills?

✓ Set up a direct debit or standing order.

If you set up a direct debit, we will take payments from your account automatically when they are due. If you set up a standing order with your bank, the bank will transfer your bill payments automatically.

This ensures that you do not forget to make a payment. Please note that you still need to have sufficient funds in your bank account.

✓ Make payments earlier or later in the month.

Your payment is due on a specific date each month. If the current due date is unsuitable, it can be changed to a different date. You can choose from any of five dates.

✓ Read your meter regularly.

Read your meter regularly. If your consumption changes, let us know and we will adjust your monthly payments. This helps you to avoid having to pay off an unexpected balance on your annual bill, but it also helps you ensure you're not paying too much.

✓ Tell us your meter reading for your annual bill.

Remember to take an **annual meter reading!** If we have a meter reading, we will base your annual energy bill on your actual usage. If we do not have a meter reading, we will have to estimate how much energy you have used. For your annual meter reading, you will either receive a card for you to fill in yourself, or one of our service providers will come to read your meter.

✓ Don't delay!

No-one likes talking about debt, but putting off talking about it will just make it worse. Each step in the debt collection process generates more costs for you, which is something we very much want to avoid. We have lots of experience at helping people deal with unpaid energy bills. With goodwill on both sides, we can find a solution that suits your circumstances. Talk to our experienced staff.

Our support services to help you avoid getting cut off for non-payment:

- advice on dealing with debt from unpaid energy bills
- an agreed payment plan following an individual review
- putting you in touch with other sources of help, such as job centres, benefits offices and social organisations
- information on energy audits and energy advice services

We want to help!

Call us on 0251 694 16 51.

Stadtwerke Münster GmbH

Hafenplatz 1
48155 Münster

Forderungsmanagement:

Mo-Fr 9-16 Uhr

Telefon 02 51.6 94-16 51

Fax 02 51.6 94-22 77

E-Mail inkasso@stadtwerke-muenster.de

www.stadtwerke-muenster.de