

FROM L-GAS TO H-GAS.

We'll be in touch!

From May 2018 we'll contact you to suggest possible dates. If you have any questions in advance, please don't hesitate to contact our gas office.

OVERVIEW OF CONVERSION AREA



WE'LL TAKE CARE OF IT.

You have questions regarding converting from L-gas to H-gas? We're here for you.

YOUR PERSONAL CONTACT IN OUR GAS OFFICE

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Englisch – English

SUPPLY



NATURAL GAS CONVERSION

CUSTOMER INFORMATION ON CONVERTING FROM L-GAS TO H-GAS

STADTWERKEGRUPPE
DELMENHORST

WIR KÜMMERN UNS DRUM.

KNOW WHAT IT'S ALL ABOUT.

Dear Customers,

Up to now, in the network area of StadtWerkegruppe Delmenhorst we have reliably provided you with a supply of natural gas, so-called L-gas¹, from the Netherlands and from German extraction. There are two types of natural gas, L-gas and H-gas². Both have different compositions and differ mainly in their calorific value.

Due to the future decline of natural resources, our current supply of L-gas is limited. This is no cause for concern, however, because in all areas of Germany which are supplied with L-gas (Lower Saxony, North Rhine-Westphalia, Rhineland-Palatinate, Hesse, Saxony-Anhalt and Bremen), the supply will be converted to H-gas in the coming years. Here in the network area of StadtWerkegruppe Delmenhorst, we will begin the conversion project in May 2018.

WE'RE HERE FOR YOU

To ensure your gas appliances (e.g. heating unit, gas cooker, gas heater) continue to function reliably and safely, each appliance must be registered and adjusted by a specialist due to the change in calorific value. But you don't need to do anything, because we will take care of it for you!

As your reliable gas supplier, we will do everything we can to minimise the inconvenience to you. Because we depend on your support

¹L for "low calorific", lower energy content
²H for "high calorific", higher energy content

HOW THE CONVERSION WILL WORK.

As a part of the gas conversion, all gas appliances need to be registered, adjusted and randomly tested. This is carried out in three steps:



PHASE 1 – REGISTRATION

From May 2018 we will contact you in writing to suggest dates. On these dates, employees from our partner companies, Energie Mess- und Servicedienste GmbH (Enermess) and swb Gasumstellung GmbH, will visit you at home to register all of your connected gas appliances. The registration of each appliance should generally take no longer than 45 minutes per appliance. It is important that all appliances in your household are registered.



PHASE 2 – ADJUSTMENT

From January 2020 we will contact you once again to suggest possible dates. On these dates, employees from our partner companies, Energie Mess- und Servicedienste GmbH (Enermess) and swb Gasumstellung GmbH, will visit you at home to adjust the previously registered appliances to the new gas quality. The adjustment should not take longer than 60 minutes per appliance.



PHASE 3 – QUALITY CONTROL

Following registration and adjustment, random tests will be carried out on selected customers as an additional form of quality control. An employee from our third partner company, LPR GmbH, will contact each customer to suggest a suitable date.

FOR A SECURE SUPPLY FOR THE FUTURE.

PROTECTION AGAINST FRAUDSTERS

Important: The employees **will come only on the specific dates agreed in advance**. When they arrive at your home, the employees from Energie Mess- und Servicedienste GmbH (Enermess), swb Gasumstellung GmbH and LPR GmbH will each prove their identity with a **photo ID issued by our company and an individual access code**, which you will receive once the dates are agreed. Please do not let any person into your home if they cannot provide identification!



COST OF GAS CONVERSION

You will not incur any direct costs for the conversion of your adjustable gas appliances. We at Stadtwerke Delmenhorst GmbH (network operator in accordance with § 19a of the Energy Industry Act (Energiewirtschaftsgesetz)) shall assume the costs, which will then be distributed nationwide.