

Energy blockages?

This doesn't have to be the case!

We see ourselves as a partner for our customers when it comes to energy supply. We are also there to help if you are sometimes unable to meet our demands – for whatever reasons.

If you are occasionally unable to pay your energy bill on time, or we have already chased up the payment, we will attempt to find a mutual solution.

Because: the earlier you contact us, the more simple it is to find a solution.

Call us on 0228-711 2427 or visit us in our service centre at Welschnonnenstraße 4 – we will discuss your personal situation.

This is what we can do for you:

- postponement of payment for maximum 14 days
- agreement of payment by instalment
- arrangement of help and support using our local partners
 - Caritasverband für die Stadt Bonn e.V.
(Caritas Association for the city of Bonn)
 - Diakonisches Werk Bonn und Region (Social welfare)
 - Jobcenter
 - Deutscher Mieterbund Bonn/Rhein-Sieg/Ahr e.V.
(German tenant's association Bonn/Rhein-Sieg/Ahr)
 - Sozialdienst des Amtes für Soziales und Wohnen der Stadt Bonn (Official social services for social and residence matters for the city of Bonn)
 - Verbraucherzentrale NRW
(Consumer Advice Centre NRW)
 - Zentrale Schuldnerberatung Bonn
(Central Debt Counselling Bonn)

We can also help you with regard to energy savings – either using personal advice or using the many tips and tricks we have provided for you at **bonn-spart-besser.de**.