

INFORMATION FOR OUR CUSTOMERS

Westfalen Weser Netz operates electricity and natural gas grids. As a grid operator, we supply electricity and natural gas to customers in a **non-discriminatory** manner, regardless of the electricity and gas supplier with whom a contract has been concluded. Please note that we are unable to provide any recommendations for electricity and gas suppliers for this reason. You can find an overview of energy suppliers online.

If you do not currently have an energy supplier, energy supply is ensured by a **basic utility provider**. The basic utility provider in the grid area of Westfalen Weser Netz is typically E.ON Energie Deutschland GmbH, Postfach 14 75, 84001 Landshut (tel. 08 71-95 38 62 00).

The basic utility provider will write to you and send you documents regarding energy supply and payment conditions.

Should you have any questions relating to the billing of electricity or gas supplies or the terms of payment, please contact your supplier. Likewise, please notify your supplier of changes of address or your meter reading on the moveout date.

We will be happy to answer your questions on the following topics:

- Grid connection and connection usage
- Metering point operation (if you have not commissioned another metering point operator)
- Meter readings

Kind regards,

Westfalen Weser Netz

Networked towards the future.

