

Zeit für mein H-Gas

Time for my H-gas

Future-proof supply

All the important information
for your natural gas conversion

enercity
Netz
Ein Unternehmen
der enercity-Gruppe

Into the future with H-gas

The supply of natural gas in north-west Germany is going to change over the coming years. The increasingly scarce **L-gas** (stands for 'low' and has a lower energy content) is going to become future-proof **H-gas** (stands for 'high' = more energy rich). To this end, every appliance that is connected to the natural gas supply has to be technically adjusted. This is the only way to ensure the safe use of gas appliances in the future.

In this flyer, we are going to explain the process of the required gas conversion, also called the market area changeover, and what this conversion means for you. As the responsible grid operator, we, enercity Netz GmbH, will undertake the necessary adjustments of your gas appliances for you. We have to check and adjust around 260,000 gas appliances in our grid area by 2025.

Three steps to a secure supply



1. Information

In the first step, all consumers and owners will receive a general information letter regarding the gas conversion. This will be followed, well in advance, by the first appointment letter for our technician's visit to survey your gas appliances. If the appointment is not convenient for you, you will find the contact details in the letter so you can make a new one.



2. Appliance survey

When our technician visits for the first time, it will be to survey all the gas appliances that are connected to the natural gas grid. This is purely a condition survey. This will include recording data such as the name of the appliance manufacturer, the type of appliance and the CE marking. The required documentation for the data will include photos of your gas appliances. Once the appliances have been recorded, we can order the spare parts required for the adjustment from the manufacturer.



3. Appliance adjustment

You will receive the second appointment letter for our technician's visit to technically adjust your gas appliances. This usually involves replacing some of the parts, such as a gas nozzle. You do not have to do anything. Our technician will bring the right spare parts and fit them expertly. This process will also be documented photographically.

The entire gas conversion process will take around two and a half years.

For quality assurance purposes, we will perform random checks on every tenth gas appliance to establish whether the survey or adjustment has been carried out correctly. If necessary, you will receive another visit from our technicians.

Warning!

If a person approaches you allegedly as part of the gas conversion but does not have the employee ID and is unable to quote your personal PIN when asked to do so, do not allow them to enter your home or building.

Please call our free service number +49.800.36372489 without delay, and contact the police. Staff from companies working on our behalf will always be able to identify themselves.



The main facts in a nutshell

Why do my gas appliances have to be adjusted?

L-gas volumes in the Netherlands and Germany are steadily declining, and production in the Netherlands will be phased out completely by 2029. All appliances connected to the gas grid will have to be converted to H-gas by then. In future, the H-gas will come mainly from Norway and Russia, which guarantees a long-term, reliable supply of gas.

Who decided that the gas conversion needs to take place?

The gas conversion is absolutely essential in order to secure the supply of natural gas for the long term. It is required by law, and regulated by Section 19a of the German Energy Industry Act. Local distribution system operators are responsible for the gas conversions, which in your case is enercity Netz GmbH.

Is the conversion dependent on my gas supplier?

It does not matter who your gas supplier is (e.g. enercity, e.on, Vattenfall, etc.). The entire enercity Netz GmbH gas grid and all connected appliances must be recorded and converted. If you have received a letter, then you are a grid customer of enercity Netz GmbH and the gas conversion affects you.

Who is responsible for the cost of the gas conversion?

The costs will initially be borne by the respective distribu-

tion system operator. The owners of gas appliances will not generally have any direct costs for the conversion. The costs incurred by the distribution grid operators will be included in the grid charges. This means the costs will be passed on to all the households and industrial companies that are supplied with natural gas in Germany.

What should I do if my gas appliance cannot be adjusted?

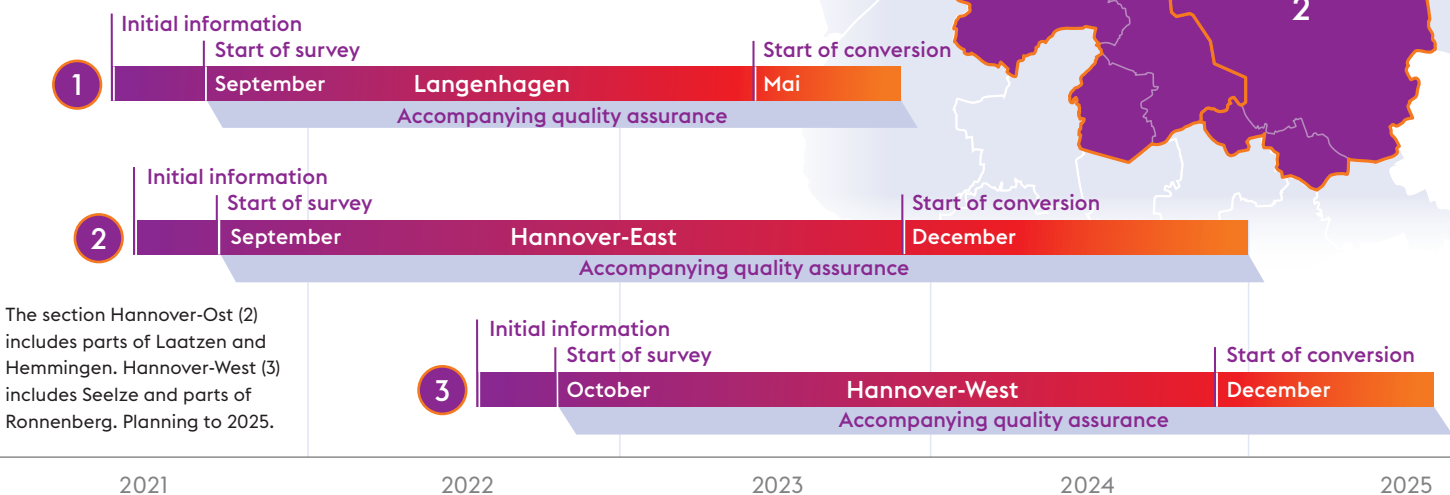
In most cases, the adjustment will not cause any problems. However, if an appliance is too old or spare parts are no longer available for it, then in some cases it may be impossible. Our technicians will make this assessment on the basis of the data obtained in the survey. In cases where adjustment is not possible, you will be informed separately and the further course of action will be agreed with you.

How will the technician prove their identity?

The survey, adjustment and quality assurances will be carried out by qualified, certified specialist companies working on behalf of enercity Netz GmbH. The technician will identify themselves every time they visit with the employee ID and your personal security PIN. You will find the PIN in our appointment letters.

When and what what be changed and where?

Between 2021 and 2025, enercity Netz GmbH must record and adjust all of the gas appliances in its grid area and carry out random checks. The conversion will be carried out in stages and depends on when the upstream transport grids will make the change from L- to H-gas. For further information please go to www.mein-h-gas.de.



Zeit für mein H-Gas

Feel free to contact us!
We will be pleased to answer your questions.



www.mein-h-gas.de
Our information and service portal



+49.800.36372489
Our free service number
Mon.–Thur. 7 a.m.–8 p.m., Fri. 7 a.m.–6 p.m.



info@mein-h-gas.de
Email our experts



ErdgasBüro in the enercity customer centre
Ständehausstrasse 6 (at the Kröpcke), 30159 Hanover
Mon.–Fri. 10 a.m.–6.30 p.m., Sat. 10 a.m.–2 p.m.



Just scan for
easy contact!

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