

# Leaflet

## Questions and answers re gas conversion

Zeit für  
mein H-Gas

### 1. General questions

#### Why does the supply have to be converted from low- to high-calorific gas?

Germany has been split for decades when it comes to gas supplies: here in north-west Germany and therefore close to the Netherlands geographically speaking, low-calorific gas runs through the pipes. The low-calorific gas comes primarily from the Netherlands and from domestic sources. The rest of Germany is supplied with high-calorific gas, the majority of which is sourced from Norway and Russia. These two gas grids are operated independently of one another. The extraction of low-calorific gas from German and Dutch sources is already very much on the decrease. As it stands, the Netherlands will no longer be exporting low-calorific gas to Germany in just a few years' time. We therefore need to convert our grid in order that we can supply you with high- rather than low-calorific gas in the future. This involves our adapting our grid and your appliance.

#### What is the difference between low- and high-calorific gas?

The difference lies in the energy value – low-calorific gas has a lower calorific value while high-calorific gas has a higher calorific value.

#### Who does the gas conversion affect?

All the households and businesses with a gas connection within enercity Netz GmbH's grid area.

#### 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. The gas conversion, otherwise known in professional circles as the market area conversion, is mandated by law and is governed by Section 19a of Germany's Energy Industry Act (EnWG). Gas conversion is the responsibility exclusively of the local distribution grid operator.

#### Who is responsible for my gas conversion?

The grid operators in each region are responsible, meaning enercity Netz GmbH is responsible in your case. enercity Netz GmbH therefore began to plan for this back in 2019 and is currently organising the entire conversion process.

#### What exactly is the schedule for enercity Netz GmbH's grid area?

The grid area is divided into three conversion areas:

- Langenhagen
- Hannover-Ost (eastern districts, Laatzen plus the districts Alt-Laatzen, Laatzen-Mitte and Grasdorf, Hemmingen plus the district Hemmingen Westerfeld)
- Hannover-West (western districts, Ronnenberg plus the districts Benthe and Empelde, Seelze together with all of its districts)

The conversion process will commence in Langenhagen in mid-2021 and will run until 2025. You will be notified of the more precise dates in good time in a personal appointment letter. These will also be available in the menu under 'My conversion – Schedule'.

### **Why does my gas appliance need to be adapted?**

For technical reasons, the majority of gas appliances are configured for the type of gas being sourced. This is the only way to guarantee safe and efficient operation. If the type of gas being sourced is changed, the appliance needs to be adapted. Otherwise, the appliance may be damaged or destroyed and the place of operation or the operator may even be endangered. There are, of course, also appliances which are suitable for both low- and high-calorific gas, such as adaptive gas boilers that adapt automatically. However, these are an exception. If you have such an appliance in your home, this will be ascertained by specialist companies contracted by us with surveying, and you will be notified accordingly.

### **How many gas appliances in Hanover need to be adapted?**

Some 250,000 to 280,000 gas appliances need to be inspected for compatibility with high-calorific gas and then adapted.

### **Does my gas fitter know about the gas conversion?**

All the gas fitters listed with your grid operator as authorised fitters are being kept up to date by your grid operator and should be in a position to explain any technical matters to you. As a rule, it can be assumed that there will be no need for a fitter to do anything in all standard cases.

### **Does the chimney sweep know about the gas conversion?**

All the chimney sweeps that are known of within the grid area are being kept up to date.

## **2. Gas conversion procedure**

### **How will I find out when the conversion process will begin for me?**

You will receive post from us as soon as we begin the conversion process. enercity Netz GmbH's gas conversion will take place between 2021 and 2025.

### **How will the gas conversion process happen in my home?**

In the first step, all consumers and owners will receive a general information letter regarding the gas conversion. This will be followed by two further phases – a survey phase and an adaptation phase, both of which will involve a technician visiting your home. During the first visit, all the gas appliances connected to the grid will be surveyed simply for the purposes of condition assessment. This will be followed by a second on-site visit up to two years after the survey visit for the purposes of technically adapting the gas appliances. It is during this visit that all the appliances will be adapted for use with high-calorific gas, if necessary. For quality assurance purposes, we will perform random checks on approximately every tenth gas appliance to establish whether the survey and/or adaptation has been carried out correctly in the region. If necessary, you will receive another visit from our technicians.

### **How will I find out when my appliance is to be surveyed/adapted?**

We will notify you of each visit from a technician in writing, either by post or email. It is important that the technician is afforded access to your gas appliances on the date stipulated. If you are unable to observe the date stated in the letter, we urgently ask that you notify us in order that we can arrange an alternative appointment. The ways in which you can contact us will be included in your appointment letter.

### **Do I have to let the technician into my apartment/house?**

Yes, as a tenant or owner, you are legally obliged to afford the companies contracted by enercity Netz GmbH, in other words the technicians, access to your property and to your apartment/house.

### **Will the technician have a means of identification so that I can tell them apart from fraudsters?**

Yes, the technician will have an employee ID including a photo which identifies them as someone who has been contracted by enercity Netz GmbH. Additionally, without being prompted, they will quote a security PIN which you will find in your personal appointment letter. If you do not have your appointment letter to hand, please do not hesitate to call the free ErdgasBüro

service number: +49 (0)800 3637 2489. The service staff can then confirm the on-site appointment for you.

### **Does my heating need to be turned off for the adaptation process?**

Generally speaking, the appliance needs to be inoperative for the duration of the adaptation process. Following adaptation, the appliance will be made operative once again immediately. An exhaust gas reading will then be taken and documented to determine that it is functioning properly. The duration of the appliance's deactivation depends on the appliance type and should only exceed 60 minutes in isolated cases.

### **What do the symbols/stickers on my gas appliance mean?**

These are symbols which are applied by our technicians. They indicate the readings taken from and the settings of the appliance. Other people who subsequently work on or take readings from your appliance such as a chimney sweep, your gas fitter and the adaptation technician then immediately know what the state of your appliance is. The symbols are stipulated by the German Technical and Scientific Association for Gas and Water (DVGW).

### **What do I do if my appliance malfunctions following the technician's visit?**

In the event that your system malfunctions following your home gas conversion visit, please notify enercity Netz GmbH first using the free service number +49 (0)800 3637 2489 before you contract another company to remedy the problem. enercity Netz GmbH will perform remedial work for you free of charge.

### **Is the survey and conversion dependent on my gas supplier?**

It does not matter who your gas supplier is (e.g. enercity, E.ON or Vattenfall). If we have written to you, you are connected to the enercity Netz GmbH gas grid and are our grid customer. The entire gas grid and all connected appliances have to be surveyed and, if necessary, converted.

## **3. Questions re gas appliances**

### **Which appliances in my home are affected?**

This affects all appliances which are connected to the public gas supply. In most homes, this

relates to gas boilers and gas cookers. The specialist company contracted with the survey will see to the identification of all the gas appliances in your home.

### **Can I buy a new appliance after the survey but before adaptation?**

Yes, this is an option. As a new appliance must always be connected by a specialist company, the fitter will be able to ascertain immediately whether your old appliance has been surveyed or not based on the stickers. They will then notify the grid operator of the details of the new appliance.

### **If I move or buy a house, how can I tell whether the appliances have already been adapted or not?**

The work is documented and the protocols/stickers are applied to the gas appliance in plain sight. The previous operator of the gas appliances, you, the fitter and the local chimney sweep are then all aware of the status of an appliance.

### **Does my gas appliance need to be adapted if I get my supply of gas from a gas tank in the garden?**

If you have a gas tank in the garden, you are not connected to the local gas grid. You are more than likely using liquefied petroleum gas (LPG) and are therefore not affected by the gas conversion.

## **4. Costs**

### **Who pays for the gas conversion?**

The gas conversion costs are spread across all the gas customers throughout Germany (market area conversion levy). Only in the rare case that your gas appliance cannot be modified will you incur the costs for a new appliance. There is probability of approximately 2 per cent of this in relation to all the appliances to be converted. Likewise, if your appliance is found to be faulty, you may incur the repair costs levied by your gas fitter directly. This is because the full and faultless functionality of your gas appliance is your responsibility and is a mandatory prerequisite for conversion to high-calorific gas.

### **Will gas become more expensive for me?**

As a rule, conversion will not make gas more expensive or cheaper (see also 'Who pays for the gas conversion?'). Your meter measures your gas consumption in cubic metres (m<sup>3</sup>). As high-calorific gas has a higher calorific value than low-calorific gas, your consumption in cubic metres will fall following the conversion. However, this does not mean that gas will then be cheaper – billing is based on the kilowatt-hours (kWh) consumed. This figure is calculated on the basis of the cubic metres measured multiplied by the higher calorific value. The volume of the kilowatt-hours calculated therefore remains the same.

#### **Who will pay for defects to be remedied?**

The owner of a gas appliance is responsible for their system operating faultlessly, the cost of defects being remedied is therefore borne by the owner. If you are not the owner of the gas appliance, please submit the defect report to the owner immediately (e.g. the landlord or property management company). In accordance with Section 19a EnWG, energcity Netz GmbH is not authorised to remedy defects itself for competition law reasons.

#### **Are there subsidies in the event that my appliance cannot be adapted?**

If you are the owner of one or more gas appliances that are replaced in the course of the gas conversion, you can apply for a 100-euro reimbursement. This cost reimbursement has been stipulated in Section 19a EnWG since 1 January 2017 and is subject to conditions. Subject to the Gas Appliances Reimbursement Ordinance (GasGKErstV) published on 30 June 2017, you may also be entitled to an additional reimbursement of appliance replacement costs (backdated to 1 January 2017). Together with certain conditions, this entitlement applies exclusively to heaters which have been declared not suitable for adaptation. If this applies to you, we will notify you of this separately in writing following the appliance survey.

You can obtain information on subsidies from our ErdgasBüro office, via the menu item 'Subsidies' or via the free service number +49 (0)800 3637 2489.