

information sheet

Questions and answers about
adaptation in the gas changeover

Zeit für
mein H-Gas

1. Adjustment Questions

Which gas appliances need to be adapted?

All adaptable gas appliances must be adapted for H-Gas. If several gas appliances have been recorded in a household, you may receive a separate appointment for each one. This is due to the different technical requirements and adjustment times for each device. Of course, we try to keep the effort for you as low as possible and, if possible, adapt all gas appliances in one appointment.

What do I have to do if a new gas appliance has been installed?

New gas appliances that have not yet been recorded by enercity Netz GmbH must be reported immediately by your contractual installation company using the online commissioning order. Please support us by requesting a copy of the registration confirmation from your contract installation company. You too can be sure that the new gas appliance has been registered.

An exception is gas stoves/gas hobs, which can be connected to a gas socket without a contract installation company. In this case, we ask you to report the new device to us immediately, with a photo of the type plate and the location of the gas device.

Important: From four weeks before the H-gas switch to the switching date, you should avoid changing gas appliances. However, if a gas appliance needs to be replaced (e.g. defective gas appliance), we ask that you notify us immediately.

How long before switching may meters be installed and new devices installed?

From **four weeks before the H-Gas** switch to the switching date, enercity netz will **no longer install any new meters. Changing gas appliances should also be avoided** during this period. However, if a gas appliance needs to be replaced (e.g. defective gas appliance), we ask that you notify us immediately. Please ensure that the contract installation company sets the gas appliance to H gas immediately.

In apartments or objects that are renovated during this period, planned device changes should be avoided and only carried out after the H-Gas switch.

You can find the switching date planned for the respective property on our website at www.mein-h-gas.de/umstellung/zeitplan. There you can enter the object address and find out the individual switching date.

How does the adjustment work in my home?

1. You will first receive an information letter about the forthcoming adjustment with:
 - an overview of all gas appliances registered with you and the request to check them.
 - an information flyer on fitting (multilingual).
2. You will also receive an invitation to a free online information event where all fitting-related topics will be explained.
3. Finally, you will receive a letter with your specific fitting date and our safety flyer.

Important: The adaptation phase is significantly shorter and therefore considerably more time-critical

than the acquisition phase. The time at which a device is adapted depends on its technical requirements and varies depending on the device type. In some cases, the technical adjustment is only possible in a very short time window. The dates must therefore be kept, as there is usually no alternative date. **In the worst case, a gas appliance/connection will be blocked immediately if you make a second attempt.**

In apartment buildings, it is particularly important that adjustment deadlines are met. If a tenant does not comply with the adjustment of his gas appliance and/or refuses access to the apartment, the entire house connection may be blocked for security reasons. All apartments would then be disconnected from the gas network until the individual tenant's devices were adjusted or shut down.

In general, the gas appliances must be ready for operation and in operation at the time of the adjustment due to liability reasons. Otherwise, there is a risk of a shortage. This also applies to objects or buildings that are being renovated.

What happens if I don't keep my appointment?

In a few **exceptions**, it is possible to offer a second adjustment date for a device that can be adjusted a long time before it goes live. If this deadline is not met, the gas appliance/gas connection will be blocked. If the time until the H-Gas switch is too short to offer a new appointment, you will be given an appointment for the blocking immediately.

How are defects dealt with?

It can also happen that the technicians discover a defect during the adjustment. In this case, the site manager will be consulted and the severity of the defect will be discussed.

1. The defect in the gas appliance is minor and not safety-related: the appliance can be adjusted and the technician will issue a defect report to eliminate the defect. This remains on the device.

2. There is enough time to rectify a safety-related defect before switching to H-Gas: You will receive a defect report with a period of three weeks to rectify it. Then either the contract installer or, at a new appointment, a gas conversion technician can adapt the gas appliance to H-Gas.

3. The time until switching to H-Gas is too short to rectify a safety-related defect: The gas device is not adjusted and is immediately blocked to prevent danger to life and limb. You will receive a defect report and the defect must be remedied. The gas appliance may be put back into operation by a contract installation company after the adjustments have been made. If the gas appliance is not adapted, another appointment must be made with a gas conversion technician. In this case, the device must not be put back into operation before the adjustment.

4. The defect is not remedied in time before the H-Gas switch: The gas appliance remains locked out until the defect is remedied and the gas appliance has been adapted to the gas conversion either by a contract installer or a technician (3.).

A notice:

- Irrespective of the point in time at which a defect is discovered, gas appliances that pose a risk to life and limb are blocked immediately.
- If safety-related defects are not remedied within the specified period, the gas appliance/gas connection will be blocked in any case.
- Blocking the gas appliance is not a permanent solution. If a defect is not remedied within six weeks after switching on, there is a risk of the gas connection being blocked.
- Should your contract installer fail to adjust the gas appliance, the gas appliance will remain locked. A new appointment for the adjustment by our technicians is absolutely necessary. We therefore ask you to support us by sending us the defect resolution card promptly after the defect has been rectified and contacting us to arrange a new appointment for the adjustment.

What do I do if an error occurs after the device adjustment?

If a fault occurs in your system after the device adjustment as part of the gas changeover, please inform enercity Netz GmbH first. You can reach the fault number for the gas changeover at any time on 0800.9992226. Please call us before hiring another company to fix it. The rectification by enercity Netz GmbH is free of charge for you.

Will my meter be read at the switching date?

Shortly before your changeover date, you will receive a request from enercity Netz GmbH to read your meter reading. This ensures accurate billing during the transition phase.

What happens if I don't have my gas appliances adjusted?

According to § 19a of the Energy Industry Act, the regional network operator, in your case enercity Netz GmbH, is obliged to adapt all gas appliances in its network area. Gas appliances that cannot be adapted to H-gas (access denied by gas network customers) pose a risk to life and limb. In this case, enercity netz is obliged to block your gas connection.