

Firma  
Vorname Name  
Namenszusatz  
Straße Nummer  
PLZ Ort

enercity Netz GmbH  
Postfach 18 01  
30018 Hannover

Gasumstellung  
ServiceNummer 0800.36372489  
info@mein-h-gas.de  
www.mein-h-gas.de

Tag. Monat Jahr

### **Determination of defects – rectification necessary within three weeks**

Object: Lindenstraße 123, 30283 Hannover, (May Mustermann)  
Gas meter number: 1234567890123456789

Hello,

during the adjustment of your gas appliances, a defect was found in the following gas appliance:

**«HERSTELLER», «TYP», «GERAETEART»**

Details of this can be found in the defect report with the number <<MK123456>>>>, which we left on the gas appliance. You will also find the most important information on the enclosed extract from the defect report. Before we can properly adjust your gas appliances, the defect must be corrected by a contract installation company by **00.00.0000**.

If we do not receive a defect settlement card, we will be forced to **block your gas connection** as of **00.00.0000** due to the imminent conversion to H-gas, in accordance with § 24 number 1 of the Low Pressure Connection Ordinance (NDAV). We will not announce the blockage again.

#### **What you must do**

If the appliance does not belong to you, please contact the owner (landlord, administrator, etc.) so that the defect can be rectified. However, we would like to point out that, in addition to the owner of the gas appliances/the gas installation, you are also jointly responsible for the proper operation of the gas installation. We have informed the owner of your property about the necessary steps in a separate letter.

If you are the owner of the device, please have the defect repaired by a contract installation company. After the order has been completed, the contract installation company will fill out the defect completion card. Please return it to us by the above-mentioned date by mail or e-mail to info@mein-h-gas.de. We will then inform you about the next steps in another letter.

### **Störung?**

Malfunction? Arıza var mı?  
zakłócenie? نقص فني؟  
неисправность? خلل؟

 **0800.999 222 6**

**Do you have any questions?**

You can find more information about the gas switch at [www.mein-h-gas.de](http://www.mein-h-gas.de). We will also be happy to answer your questions by e-mail at [info@mein-h-gas.de](mailto:info@mein-h-gas.de) or in person at the natural gas office (at the enercity KundenCenter, Ständehausstraße 6 am Kröpcke, 30159 Hannover).

Kind regards  
enercity Netz GmbH



ppa. Heiko Weduwen  
Division Manager Grid Operation



i. A. Yves Seitz  
Project Manager Gas Conversion

English?

Türkçe mi?

Język polski?

Русский?

العربية؟

فارسی؟



[www.mein-h-gas.de/  
sprachen](http://www.mein-h-gas.de/sprachen)