

# The process in Plettenberg at a glance

- From 08/2020** First information letter to all natural gas customers in Plettenberg and advisory service in our natural gas office
- From 10/2020** First date proposal for registration
- From 11/2020** **Registration of all devices at our natural gas costumers in Plettenberg and quality check at around 10 percent of the registration**



- From 01/2022** Further information on the modification of gas devices for the natural gas costumers in Plettenberg
- From 02/2022** First date proposal for the modification
- From 03/2022** **Modification of the devices in Plettenberg an quality checks at around 10 percent of the modification**



If you have any questions, please get in touch with us at our natural gas office. The adress and contact options can be found on the backside of this flyer, on our letters and on the internet [www.stadtwerke-plettenberg.de](http://www.stadtwerke-plettenberg.de)

# Do You Have Questions? We are happy to help.

You can contact our natural gas office in person, by phone or by email. We have handed over the support of the natural gas offices to our partner ENERVIE Service.

## Erdgasbüro der Stadtwerke Plettenberg

Am Eisenwerk 2  
58840 Plettenberg

Hotline: **0800. 9370 753**

Mail: [erdgasbuero@stadtwerke-lenne.de](mailto:erdgasbuero@stadtwerke-lenne.de)

The opening hours of the Natural Gas Office can be found at our website or via our free hotline.

## Keep yourself informed

### Just a click away:

additional information, news and the flyer in other languages (en/ru/tr/ar) you will find on our website [www.stadtwerke-plettenberg.de](http://www.stadtwerke-plettenberg.de)



# WIR STELLEN VON L- AUF H-GAS.

Im Auftrag der Stadtwerke an der Lenne.



# New gas for Plettenberg

Important information on the change-over process from L-gas to H-gas

The largest infrastructure project the German gas industry

- We convert for about 3.500 Plettenberg gas customers
- We are preparing for the changeover in 2022 from now
- We assume the costs for the adaptation of the gas appliances
- We are your local contact in the natural gas office



# WIR STELLEN VON L- AUF H-GAS.

Erdgasumstellung an der Lenne.



## What does gas changeover mean?

The gas changeover is currently the largest infrastructure project in the German gas industry. Behind this is the gradual changeover of the gas supply from L-gas to H-gas. These two types of gas differ mainly in their methane content and calorific value. In order to safeguard the gas supply in the future too, a nationwide switch to H-gas is necessary.

## Where will the natural gas be shifted?

Regardless of the gas supplier, households and businesses currently receive either L-gas or H-gas. The type of gas that is supplied, and where we have to change the supply, depends on the place of residence. L-gas is still supplied to the majority of our region. As your gas network operator, we are responsible for the changeover.

## What does that mean for you?

The most important thing to know is: We will continue to reliably supply you with gas from our gas network. The changeover is free for you and with unchanged energy consumption, your consumption costs will remain the same. But: We need your help to make the transition work.

**Erdgasumstellung** = natural gas changeover

**Erhebung** = registration

**Anpassung** = modification

**Qualitätskontrolle** = quality check

## Registering your gas appliances

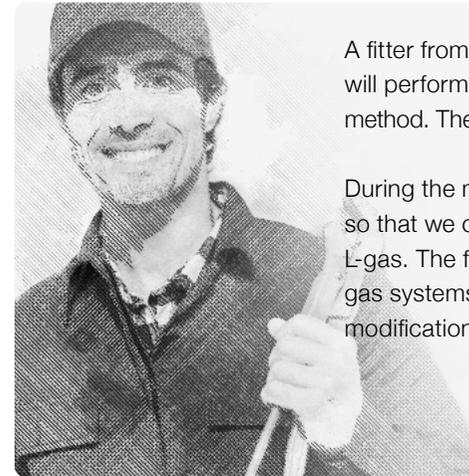
# 1



A fitter from one of our partner company Gatter 3 Technik will perform the registration at your home. The fitter will register the gas appliances so that we can determine the modification method and order the necessary materials for the changeover to H-gas. In order to ensure the gas changeover to be carried out 100%, we need to make sure that all devices are working properly. In order to do this, the fitter will check your entire system for any defects and will look at combustion quality, exhaust emissions and safety features. If the professionals find errors, the owner must arrange for a professional repair.

## Modification to H-gas

# 2

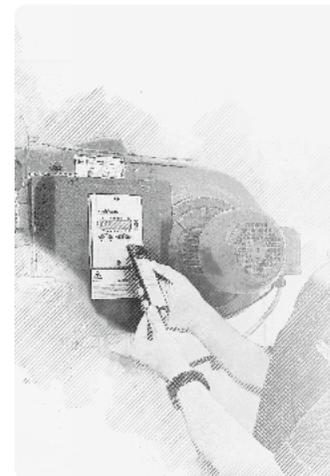


A fitter from one of our partner company Gatter 3 Technik will perform the modification according to the specified method. They may adjust the pressure or replace the nozzles.

During the modification, we will also read off the gas meters, so that we can accurately bill you for your consumption of L-gas. The fitter will then check again to make sure that the gas systems are properly installed. This makes sure that the modification of your devices to H-gas is successful.

## High quality is important to us

# 3



Our partner ENERVIE Service will monitor about 10 percent of the registration and modification work in order to ensure high quality. As part of the registration checks, a fitter will see if all of the required data has been fully recorded. Our modification checks ensure that the gas appliances run reliably with the new gas. The checks are very important for us as network operators: We check to see if the works is running smoothly and if you are satisfied with the quality of such.