

## The essentials again at a glance:

- Generally speaking natural gas conversion is free of charge for you.
- The new H gas is no more expensive.
- The safe supply of gas remains unchanged.
- We will take care of the conversion and will contact you accordingly.
- We need your support to ensure the changeover goes smoothly

## Time sequence:

### August 2019

Mailing of information sheets

### May 2020

Beginning of the survey of all gas appliances and random checks including exhaust gas measurement and photo documentation

### July 2021

Start of technical adaptation of gas appliances

### 07.09.2021

Date of the technical changeover from L-gas to H-gas

### October 2021

End of the adaptation

### Up to a few months later

Random checks of the survey and adaptation

**Our natural gas office will be staffed during survey and adaptation.**

**If you have any additional questions about the natural gas conversion, our customer service department is at your disposal:**

**By e-mail:**

[sw-wissen@marktraum-umstellung.de](mailto:sw-wissen@marktraum-umstellung.de)

**By phone:**

02742 / 9345 - 70



## The new H Gas is coming

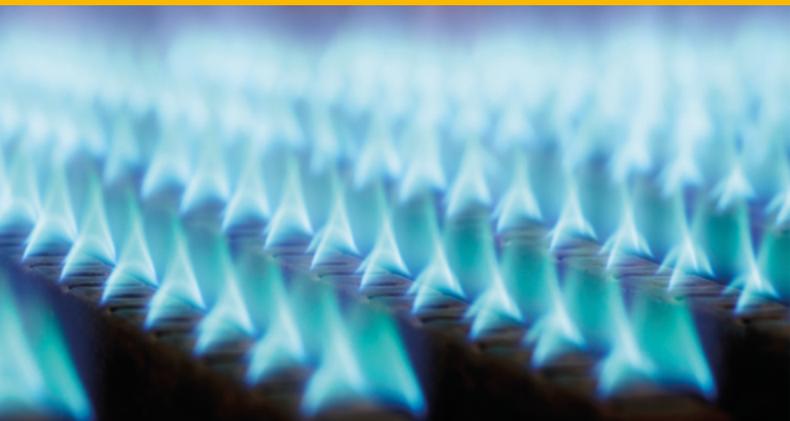
With us, you are prepared!

**The most important information on natural gas conversion**



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## What are L and H gas and why is a changeover from one to the other taking place?

Here in Germany, natural gas is the most important source of energy for heating or cooking. The reliable supply of natural gas is ensured primarily by two natural gas types: the so-called L gas („low calorific gas“) and H gas („high calorific gas“). These differ in their energy content, which is why the supply takes place via two separate gas grids.

Like most parts of northern and western Germany, our region is currently supplied with L gas. However, the supplies of L gas, which is mainly produced in the Netherlands, are slowly but surely running out.

We are already responding to this situation. Over the next few years, L gas will be converted to H gas as part of the so-called market space changeover. As of autumn 2019, we will also be preparing to switch to H gas in our natural gas grid. The natural gas conversion will take place in the region of the Stadtwerke Wissen GmbH in 2021 and Germany-wide by 2030. It is thus one of the largest logistics projects of the German gas industry.

## What does this mean to me as a customer?

Generally speaking natural gas conversion is free of charge for you. Only if there are any gas devices that are no longer adaptable will any costs possibly arise for you. In this case, you will be informed again separately by us. It is important that your gas appliances are free of technical defects. We therefore recommend that you have your gas appliances serviced regularly.

In addition, a consistently reliable supply of natural gas is ensured and the new H gas is no more expensive than the L gas.

As part of the conversion, in most cases only the gas nozzles on the gas appliances (e.g. heating system or gas stove) in your household need to be replaced or the burner reset. This is done by specifically-trained specialist companies on our behalf.

If you are thinking about installing a new device, please consult your installer. You are also welcome to approach us. We can inform you about possible cost subsidies and discuss the further course of action together with you.



Further information can be found here:

[www.stadtwerke-wissen.de/marktraumumstellung](http://www.stadtwerke-wissen.de/marktraumumstellung)

## How does the natural gas conversion work for me?

In the course of the changeover, several specialist companies will come to your home on our behalf:

### **The first visit: Survey of appliances**

In order to have all the new installation parts necessary for the device adaptation, we must first determine which devices are in use and when they can be converted.

### **The second visit: Conversion of appliances**

During the actual technical adaptation of your appliances, the nozzles and other built-in components are changed or your burner is set to the new H-gas, as the circumstances require. The adaptation work is then assessed for defects through a subsequent measurement of exhaust gas.

### **The third visit: Quality assurance**

The entire process is spot-checked. Should a visit to your home be necessary, we will contact you.

### **Important: We need your support!**

Please adhere to the agreed appointments, be at home, and allow the technicians access to all gas appliances. In order to prevent unauthorized persons from entering your home, you will receive an access code with the appointment proposal that is known only to you and us. Let's play it safe!