

Electricity  
and heating are  
set to become more  
expensive!  
What can you do  
now?



Quelle: Pexels

**verbraucherzentrale**

**Electricity switched off? Here's how you  
prevent this from happening!**

## Why does electricity get switched off?

1. If you want to reduce your monthly advance payment or if you do not pay the additional payment from the annual consumption bill, the electricity provider will send you a reminder.
2. If you do not pay thereafter and the amount you owe for electricity is higher than € 100, the supplier will send you a reminder with a warning, that your electricity will be switched off. This means: In about 4 weeks, your electricity will be switched off, if you do not pay.
3. If you still haven't paid, the provider will send you a notice confirming a switch-off. This means: In 8 days, your electricity will be switched off!

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## What can you do?

If you were unable to pay your bills, talk to your electricity provider and explain why you couldn't pay.

### Ask for an instalment payment.

1. The instalment amount may only be so high, that you can also pay the instalment.
2. Always transfer the instalment and the advance payment *separately* to the provider's account.
3. Enter either "electricity advance payment" or "instalment payment" as the reason for payment.

### Also ask the Jobcenter or social welfare office for financial support.

Electricity debts can also be taken over as a loan, even if you do not receive social benefits.

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