

ErdgasUmstellung, Parkgürtel 26, 50823 Köln



John Doe
2 Main Street
12345 Anytown

DD/MM/YYYY

General information on converting to natural gas

Dear customer,

Rheinische NETZGesellschaft mbH is responsible for the natural gas network in the Rhine region. Today, we would like to inform you as a natural gas user that your natural gas supply will be converted: In the future, you will be using H gas in place of L gas. We are legally obliged to collect data on all the natural gas appliances in your home (such as heating appliances or your cooker). It is the only way that we can adapt the technology of your natural gas appliances, enabling you to properly use H gas.

What does the conversion of your natural gas supply mean for you?

You will soon receive a second letter from us with your personal PIN and a notification regarding an appointment for a visit by technicians from ErdgasUmstellung. During this visit, we will verify how your natural gas appliances can be adapted to the new type of natural gas. Our technicians will take note of and photograph each natural gas appliance and type plate.

Our visit to your home is absolutely essential for collecting the data on your natural gas appliances. Make sure to mark our visit in your calendar and see to it that your natural gas appliances are in proper working order. If necessary, arrange any cleaning and maintenance beforehand, as we will not carry out any other work on your appliances during the course of our visit.

The adaption of your natural gas appliances will take place at a later date. We will inform you about this in a separate letter. The work the technicians will do to identify and adapt your equipment will be free of charge. You will not have to do anything other than provide us with access to your natural gas appliances. Please support us in ensuring that we can continue to safely supply you with natural gas in the future.

If you are **not** the owner of the natural gas appliances that you use, please forward this letter to the owner.

Any questions?

In the enclosed information flyer and on our website at <https://meine-erdgasumstellung.de/?lang=en>, we answer the most important questions on natural gas conversion. We can also be reached by telephone at our freephone helpline (+49-800) 4398-444 (service hours: Mon.–Fri. 7 am to 8 pm and Sat. 8 am to 4 pm) and via e-mail at info@meine-erdgasumstellung.de.

€100 subsidy in accordance with the German Energy Industry Act (Section 19a of the Energiewirtschaftsgesetz, EnWG) when changing appliances

If you install a new appliance that no longer needs to be adapted to H gas, you may be entitled to a reimbursement: Under certain conditions, you may be eligible for a €100 reimbursement from your network operator for each newly installed appliance. More information on this and the application form for the reimbursement can be found at www.meine-erdgasumstellung.de.

Thank you for your active support in relation to natural gas conversion.

Best regards,



Dr.-Ing. Ulrich Groß
Managing Director RNG



Stephan Pütz
Project Manager ErdgasUmstellung

Note on data protection:

As part of our legal obligation pursuant to Section 19a of the EnWG, Rheinische NETZGesellschaft mbH is required to process your personal data (name, address, telephone number, natural gas appliance data (such as manufacturer, type, serial number, emission values, photo)) for the natural gas conversion. The legal basis of the processing is Article 6(1)c of the GDPR. You are legally required to provide the necessary personal data. To this effect, we also sometimes process your personal data that we receive from third parties (land registry office) or pass on to third parties (IT service providers, print service providers, call centres, official registration offices, centres for collection, adjustment and quality assurance). Contracted third parties are obliged to handle customer data in a confidential manner and to not use it for other purposes nor pass it on. Without this data, we are unable to adapt your natural gas consumer appliances and comply with our legal obligation. More information on data protection and your rights is in our privacy policy, which can be found online at www.meine-erdgasumstellung.de/anbieter/impresum/#datenschutz or you can request a copy from us by post.

The following property address(es) in the pending changeover area are assigned to you as a contractual partner of a gas supplier:

2 Main Street, 12345 Anytown, property no. E 12 123 456, switchover date DD/ MM/ YYYY, meter point designation: DE123400056789

Please **verify** the above property addresses and inform us immediately if corrections need to be made. You can reach us at **info@meine-erdgasumstellung.de** or via our freephone helpline at **0800 4398-444** (service hours: Mon.–Fri. 7 am to 8 pm, Sat. 8 am to 4 pm).