

ErdgasUmstellung, Parkgürtel 26, 50823 Köln



John Doe
Sample Street 2
12345 Sample City

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 that your natural gas supply will be converted: You will be using H gas in place of L gas. You can find out more on the subject in the enclosed information flyer and on our website at www.meine-erdgasumstellung.de.

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

We are legally obliged to collect data on all the natural gas devices in your home (such as heating appliances or your cooker). Only then is it possible for us to technically adapt your natural gas appliances, so that you can safely and efficiently use H gas.

You will soon receive a second letter from us with your personal PIN and the notification of an appointment date with ErdgasUmstellung. 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. 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.

Our visit to your home is absolutely essential for collecting the data on your natural gas appliances and, if applicable, to technically adapt them! Please support us in ensuring that we can continue to safely supply you with natural gas in the future. Pencil in our visit and make sure your natural gas appliances are in proper working order. If necessary, arrange any cleaning and maintenance beforehand, as we do not carry out any other work on your appliances during the course of our visit.

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

Please note: refer to page 3 of this letter for the list of object addresses assigned to you that will be affected by the conversion to natural gas. Please inform us immediately if corrections need to be made!

Any questions?

In the enclosed information flyer and on our website at www.meine-erdgasumstellung.de, 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 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) 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 obligated 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/impressum/#datenschutz or you can request a copy from us by post.

Natural gas conversion affects the following assigned object address(es).

Sample Street 2, 12345 Sample City, object E 12 123 456, switchover date DD/ MM/ YYYY, meter point designation: DE123400056789

Please verify the above object 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 **(+49-800) 4398-444** (service hours: Mon–Fri: 7 am to 8 pm, Sat: 8 am to 4 pm).