



The essentials at a glance:

- The natural gas changeover is free of charge for you. Excluded are maintenance and repair works or the replacement of your gas appliances.
- The new gas supply will also be safe.
- We will take care of the changeover and will contact you accordingly.
- We need your support to ensure the changeover goes smoothly.

Time flow:

About 1 year prior
Our gas office is opened.

From about 1 year prior
Inventory of all gas appliances.

About 6 month prior
Technical adaptation of gas appliances.

Changeover from L- to H-gas

Until a few months after
Sample checking of the changeover work.

**stadtwerke
neuss**

If you also have questions about the natural gas changeover, our customer service is at your disposal:

phone:
02131 / 53 10-133

e-mail:
stadtwerke-neuss@erdgas-umstellung.org

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For further information please visit:
<https://www.stadtwerke-neuss.de/erdgasumstellung>



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**The changeover
to H-gas**

We ensure your supply

**The most important aspects
on natural gas changeover**





What are L- and H-gas and why is a changeover 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 primarily ensured by two natural gas types: so-called L-gas ("low caloric gas") and H-gas ("high caloric gas"). These differ in their composition, which is why they are supplied via two separate gas networks.

The Rhineland region is supplied with L-gas, as is the case in large parts of the north and west of Germany. However, the stock of L-gas, which is mainly produced in the Netherlands, is 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 area changeover. From spring 2020, we will also be preparing for the changeover to H-gas in our natural gas network. In the area of Stadtwerke Neuss, natural gas changeover will continue until 2025, Germany-wide until 2030. In logistical terms, this is one of the biggest projects ever by the German natural gas industry.



What does this mean for me as a customer?

The natural gas changeover is generally free of charge for you. The important thing is that your gas appliances should be free from technical defects. We therefore recommend that you have your gas appliances serviced regularly.

In addition, a consistently reliable supply of natural gas is ensured.

Only if there are any gas devices that are no longer adaptable some costs may arise for you. In such case, however, we would inform you of this in a separate communication.

In the course of the changeover, in most cases only the gas nozzles on the gas appliances must be replaced in your household (for example on the heating system or gas stove), or the burner must be reset. This will be carried out on our behalf by specially trained specialist companies.

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 further steps with you.

How will the gas changeover take place on my premises?

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

- VISIT 1 Device identification**
In order to have all the necessary new components for the device adaptation, we first have to determine what appliances are in use in your home and when the adaptation can take place.
- VISIT 2 Device adaptation**
In the actual technical adjustment of your device, the nozzles and, if necessary, other components are changed or your burner is adapted to the new H-gas. The adjustment is checked by a subsequent exhaust gas measurement to rule out faults.
- VISIT 3 Quality assurance**
The entire process is randomly controlled. Should a visit to your home be necessary, we will contact you.

Important: we need your support!

Please stick to the agreed appointments and be at home to allow the installer access to all gas appliances.

In order to prevent unauthorised persons entering your home, you will receive an access code that is known only to yourselves and us. Let's play it safe!