



verbraucherzentrale



Energieberatung

verbraucherzentrale

Baden-Württemberg

KEEPING AN EYE ON ENERGY COSTS

Support services for the Schwarzwald-Baar district



The Energy Advice Service of the Baden-Württemberg Consumer Advice Centre (Verbraucherzentrale Baden-Württemberg e.V.) can give you advice on all your energy-related questions. Our personal advisory service is available at 13 advice centres in Baden-Württemberg. The Baden-Württemberg Consumer Advice Centre is neutral and not aligned with any particular energy provider. This brochure is intended as a guide for consumers who have questions concerning energy issues / energy costs. The brochure offers you an overview of contact persons and gives you tips as well as quick assistance should you have any problems.

If you have any questions, you can contact the Energy Advice Service of the Baden-Württemberg Consumer Advice Centre directly:



Verbraucherzentrale Baden-Württemberg e.V.
Paulinenstraße 47, 70178 Stuttgart
Phone: **0711 669110**
Email: energieberatung@vz-bw.de

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4 | Reducing energy consumption



ENERGY ADVICE FROM THE BADEN-WÜRTTEMBERG CONSUMER ADVICE CENTRE



ADVICE AT YOUR HOME

Without much effort, consumers can already save a great deal of energy. The advisory service helps by providing an overview of your electricity and water consumption and showing simple ways you can save.

Advice service:

The home advisory service helps you find ways to save energy. An energy advisor comes to your home for a consultation and helps you with questions relating to your energy consumption. You will get advice and support in the following topics:

❖ Saving electricity

❖ Heating and ventilation

Your energy advisor will also be happy to answer any questions you may have about your heating bill.



HOW DO I GET AN APPOINTMENT FOR THE ADVISORY SERVICE?

1. You can make an appointment on the free hotline **0711 669110**
2. The advisor comes to your home.
3. The consultation takes about one hour.
4. After your session, you will receive a condensed report within four weeks. This gives you an opportunity to read through everything again and get some tips!

Note: this report is NOT an expert opinion!

 **LOCAL ADVICE CENTRES
IN THE SCHWARZWALD-BAAR DISTRICT**

Local consumer advice centre in Stuttgart

 **Verbraucherzentrale Baden-Württemberg e. V.**
Paulinenstraße 47
70178 Stuttgart

You can also book an appointment for energy advice or find out about all the other services offered by the Consumer Advice Centre by calling **0711 669110**.

This advice is provided in cooperation with the Energy Agency for the Schwarzwald-Baar-Heuberg region.

Energy agency for the Schwarzwald Baar-Heuberg region

The Schwarzwald-Baar-Heuberg Energy Agency can advise you on all “energy-related” issues. Its advisors are independent and can give you neutral advice.

 **Energieagentur Landkreis Tuttlingen gGmbH**
Moltkestraße 7
78532 Tuttlingen
Phone: 07461 9081810
Email: info@ea-sbh.de

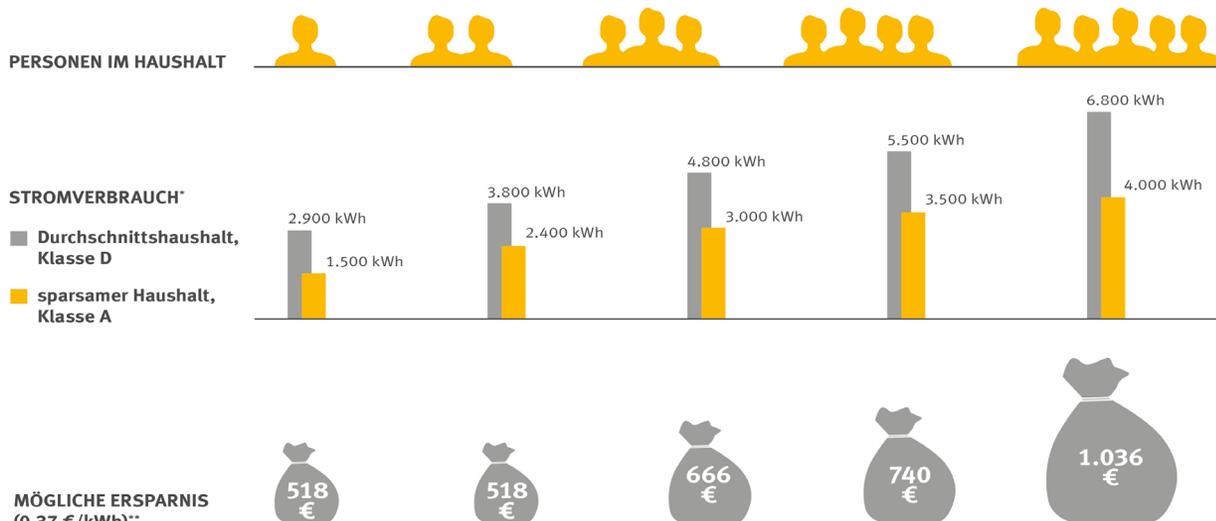
**as of January 2023
new address!
Königstraße 2
78532 Tuttlingen**

6 | Energy saving tips

Energy costs, i.e. hot water, heating and electricity, are very expensive in Germany. For this reason, it's worthwhile using less energy so that you don't have to pay so much money.

STROMVERBRAUCH Ihr jährliches Sparpotenzial

This is how much you can save if you use less energy:



** Quelle: strom-report.de
Prognose des durchschnittlichen Haushaltsstrompreises für 2023

* Daten: Stromspiegel Deutschland 2021/22,
Werte für Ein- und Zweifamilienhaus mit elektrischer Warmwasserbereitung (Klasse A–G)

HOW CAN I HEAT PROPERLY?

We feel comfortable when the room temperature is between 18 and 22 degrees. Depending on which room we are in, other temperatures may be suitable. Here is a brief overview:

Living room: 20 degrees

Bedroom: 16–18 degrees

Kitchen: 18 degrees

Bathroom: 21–24 degrees

**Children's room,
study:** 20–21 degrees



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There is a “rotary knob” (thermostat) on your heating system. This “rotary knob” indicates the level at which it should be warm in your home.

Level 1 = 12 degrees

Level 2 = approx. 16 degrees

Level 3 = 20 degrees

Level 4 = 24 degrees

Level 5 = approx. 28 degrees

So if you set your “rotary knob” to level 3 in the living room and to level 2.5 in the bedroom, you will get the ideal room temperature. It doesn’t get warmer faster by turning the heating up, only more expensive!

Some flats have heaters that require electricity. These heaters are particularly expensive. You can recognise these heaters by their power cable. Please go to an advisory session if you have this kind of heating.

If you’re not at home, you can turn the heating down to 2.

Important: never turn the heating to 0 in winter!

❖ **Don’t place any furniture or hang curtains in front of radiators!**

❖ **Don’t put clothing on radiators!**



HOW DO I VENTILATE PROPERLY?

Fresh air is good! If we ventilate properly, mould can also be prevented. This is particularly important in winter.

- …❖ **Open the window fully at least three times a day. You should leave the window open for 5 – 10 minutes. If you only tilt the window, you have to ventilate longer and this will increase your energy needs.**
- …❖ **Ventilate after cooking.**
- …❖ **Ventilate when drying your laundry in your flat. Sometimes in rented accommodation you're not allowed to dry in your flat. This is stated in your tenancy agreement!**

WASHING AND DRYING

When you wash your laundry, pay attention to the temperature. For normally soiled laundry, a washing temperature of 30 degrees is sufficient. A 30 degree wash will save you money. The hotter you wash, the more expensive it will be for you!

It is best to dry your laundry on a clothesline or on a clothes horse. But if you don't want to do without your tumble dryer, spin your laundry before drying. To do so, set it to 1,200 revolutions.



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COOLING AND FREEZING

Open your refrigerator or freezer only briefly. Let your food cool down first before putting it in the refrigerator. Please don't place your appliance next to a radiator or an oven. Make sure that no thick layers of ice form in your freezer.

How do I set my fridge/freezer correctly?:

❖ **Your fridge should be around 7 degrees. This corresponds approximately to level 2 or 3.**

❖ **Your freezer should be around -18 degrees. Please remember to defrost it regularly. A layer of ice of half a centimetre causes high additional consumption.**

You can measure both with a thermometer!

COOKING AND BAKING



❖ **Use a lid for your pots and pans when cooking.**

❖ **Pre-boil the water in a kettle.**



Important: your oven is not a heater. Please refrain from using it for home heating!

HOT WATER

Hot water is expensive because it requires energy!

- …❖ Take a shower instead of a bath!
- …❖ Take a shower for only five minutes!



LIGHTING, COMPUTER, TV



- …❖ Buy LED lamps!
- …❖ Turn off the lights when you leave the room!
- …❖ Don't leave your appliances in "standby mode"! This means that if you don't have a multiple socket with a toggle switch that you can turn off, unplug the power cable from the socket. This is because appliances also consume electricity in "standby mode".

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If you're planning on buying a new appliance, you should pay attention to the energy classes. As of March 2021, there are new classifications for them!



SAVING ENERGY IN RENTAL ACCOMMODATION



If you live in a rented flat, you usually don't have the opportunity to renovate your flat so that you can reduce your heating and hot water costs. However, you as a tenant also have the opportunity to change little things to reduce your energy costs:

…❖ If you have enough space between the radiator and the wall, you can seal it with so-called “insulation boards”. The boards must be well glued so that there are no gaps. Please discuss this with your landlord in advance!

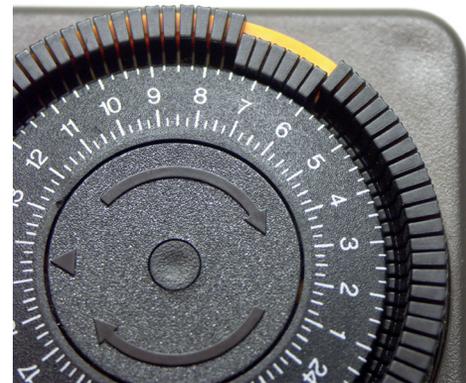
…❖ Seal windows and doors with sealing tapes and so-called brush seals.

Install time switches. This way, your appliances can be turned off automatically without you having to think about it.

…❖ Water aerators reduce the water jet. Less water comes through the tap, so you’re actively saving water.

…❖ Water-saving shower heads ensure that less water is used, thus saving you money.

This saving only works on showers and taps where there is mains pressure. If you’re not sure, ask your landlord or a specialist company!



MY ELECTRICITY IS ABOUT TO BE DISCONNECTED – WHAT SHOULD I DO?

When may an energy supplier cut off your electricity?

If you don't pay your monthly payments or the arrears payment from your annual bill, you will receive a reminder. If you do not respond to this reminder and your arrears amount to at least € 100, the energy supplier will threaten to disconnect your electricity and at the same time offer you a deal to repay your electricity debts in instalments. Eight working days before the disconnection is to be carried out, you will again receive a written notice of this.

❖ You have not paid at least € 100.

❖ Disconnection was threatened four weeks in advance.



Note: disconnection and reconnection cost money!

❖ You were notified of the disconnection by letter eight working days before it was due to take place.

❖ You have not yet responded to your electricity provider's prevention agreement or made a proposal for payment.



You have the following options to prevent a disconnection:

- 1 Adjust payments in advance:** If you know that you will consume more energy, adjust your payments in good time. This can prevent high additional payments with the final bill. Your supplier will be happy to help you determine a suitable instalment amount.
- 2 Use self-help options:** Become active and respond to your supplier's letters. Can you pay the claim from your reserves?
- 3 Contact your energy supplier:** If you're threatened with a disconnection of your electricity, your supplier must offer you a prevention agreement! This gives you the opportunity to pay off your electricity debt in instalments over a period of 6 to 18 months.

- 4 Apply for a loan:** You have the option of applying for a loan from the social service authorities. You can find out how to do this under the topic "Loans for electricity debts".
- 5 Make use of advice services:** If you need further support, contact an advice centre. You can find them under "Where can I get further advice?".



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i YOUR ELECTRICITY HAS BEEN CUT OFF AND YOU DON'T KNOW WHAT TO DO?

Your first step should be to call your energy supplier. Explain your current financial situation and ask about ways to get the disconnection lifted. If you cannot pay your energy debts, check the possibility of being granted an energy loan by the Job Centre / Social Welfare Office. If you need further support and advice, there are various advice centres in the Schwarzwald-Baardistrict.



LOAN FOR ELECTRICITY DEBTS



If you're threatened with disconnection due to energy debts, you may apply for a loan from the Job Centre or Social Welfare Office. Prerequisites for this are:

- …❖ You have no funds of your own that you can use.
- …❖ The prevention agreement with your energy supplier has failed.
- …❖ There are no other options to avert an interruption of supply.

! Important: employed persons can apply for a loan from the Social Welfare Office as well. Whether you will receive a loan will be decided based on your specific individual case. The Job Centre / Social Welfare Office doesn't have to grant you a loan.

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WHERE CAN I APPLY FOR THIS LOAN?

If you receive benefits from the Job Centre in the Schwarzwald-Baar district:

 **District of Schwarzwald-Baar Job Centre**
Lantwattenstr. 2
78050 Villingen-Schwenningen
Phone: **07721 209777**
Email: **JC-SBK@jobcenter-ge.de**

If you do **not** receive benefits from the Job Centre:

 **Schwarzwald-Baar District Office**
Social Welfare Office
Am Hoptbühl 2
78048 Villingen-Schwenningen
Phone: **07721 913 7050**
Email: **Sozialamt@Lrasbk.de**



 **WHERE CAN I GET FURTHER ADVICE?**

 **Diakonisches Werk Schwarzwald-Baar district**
Social and life counselling
Mönchweilerstraße
78048 Villingen
Phone: **07721 845150**
Email: **villingen@diakonie.ekiba.de**

 **Diakonisches Werk Schwarzwald-Baar district**
Social and life counselling
Kronenstraße 7
78054 Schwenningen
Phone: **07720 301341**
Email: **schwenningen@diakonie.ekiba.de**

 **WHERE CAN I GET FURTHER ADVICE?**

 **Diakonisches Werk Schwarzwald-Baar district**
Social and life counselling
Hauptstraße 27a
78112 St. Georgen
Phone: **0724 1876**
Email: **stgeorgen@diakonie.ekiba.de**

 **Diakonisches Werk Schwarzwald-Baar district**
Social and life counselling
Friedrichstraße 6
78098 Triberg
Phone: **07724 1876**
Email: **donaueschingen@diakonie.ekiba.de**

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WHERE CAN I GET FURTHER ADVICE?



Diakonisches Werk Schwarzwald-Baar district Social and life counselling

Kronenstraße 24
78166 Donaueschingen

Phone: **0771 2940**

Email: donaueschingen@diakonie.ekiba.de

The General Social Counselling Service is your contact point for all social problems, regardless of your age, nationality or religious affiliation.



WHERE CAN I GET FURTHER ADVICE?



Schwarzwald-Baar district Debt Counselling Service

Schwarzwald-Baar District Office
Special statutory social security benefits /
Debt Counselling Service

Am Hoptbühl 7

78048 Villlingen-Schwenningen

Phone: **07721 913 7468**

Email: schuldnerberatung@LRASBK.de

This is where you can get help if you have debt problems. The Debt Counselling Service can advise you on financial issues and supports you in solving your money problems.



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