

Have you received a reminder?

Why has this happened?

- Were the monthly prepayments paid late or not at all?
- Has the invoice not been paid or has too little been paid?

What happens if you do not pay?



Not paid?

Please make a payment.



Have you failed to respond to reminders?

We will inform you of a cut-off date.



Still not paid?

We will disconnect your meter.



Avoid additional costs for disconnection and connection, court fees, lawyers' fees and bailiffs.

Please contact us.
Together we will find a solution.



Your personal service



08 71-95 38 62 00

Monday to Friday, 8:00–20:00
Saturdays 9:00–14:00



kundenservice@eon.de



www.eon.de/meineon

In the "My E.ON" service portal, you can: Inform us if you are moving, check your prepayment, view an account summary, enter your meter reading, perform SmartCheck. Now also available on mobile phones as an app.



www.eon.de/zahlhilfe

Among other things, you can read the information in this flier in different languages.



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English Français Türkçe

العربية, Български, Ελληνικά, Italiano, Hrvatski, Polski, Português, Română, Русский, Српски, Español

www.eon.de/zahlhilfe/sprachen

Financial difficulties? Please contact us.

How we can help:

- Telephone advice
- Various payment options
- Help from job centres and debt counsellors



e-on

Sometimes it's not easy to remember everything. For example, when you move or when there are other changes in life. Now and then, we might forget a specific date. All this can have an impact on your electricity and gas bill.

What can you do if you are in financial difficulties?



Please call us on:
08 71-95 38 62 00

Please contact us

Tell us your name, the number of your E.ON contract account and your current meter reading.

How can we help you?

- Should we check the amount due?
- Do you need to set up payment in instalments?
- Do you need the support of a debt counsellor?

Take a meter reading -
get a grip on energy costs

Our offers

Consultation

We are happy to check the amount owed and your prepayment (monthly payment). Please provide us with an up-to-date meter reading.

Payment in instalments

If you are not able to pay the invoice amount all at once, we can check whether a monthly payment in instalments is possible

More support

We offer special support services and conditions if you contact your job centre or a debt adviser. All addresses are available at www.eon.de/zahlhilfe.

Job centre

If you receive unemployment benefit II (Hartz IV), please contact your adviser. The heating costs are often paid directly to the energy supplier by the job centre or social services office. Please ask whether the electricity prepayments can be paid directly.



Debt counselling provided by charities

The experts can review your financial situation free of charge. They will look to see if you are entitled to claim any money from the state and will work with you to develop a debt-settlement plan. Please contact the Workers' Welfare Association (AWO), Caritas, German Red Cross (DRK), Diakonie, the Joint Welfare Association, consumer organisations or municipal bodies.



What can you do in future to avoid reminders?



Pay regularly each month

You will receive an invoice once a year. This specifies the amount you are required to pay each month (prepayment). You can change the date of payment. There are various forms of payment:

- Debit: You allow us to collect the funds from your account. By the way: If you do not have enough money in your account, we can no longer withdraw the funds. Please transfer the funds yourself.
- Standing order: Instruct your bank to transfer the money to us each month.
- Bank transfer: You transfer the individual amounts each month.
- Does your job centre make the prepayment? Then please inform the adviser about the dates and payment amount.

Read the meter and check the payment amount

The meter reading will be estimated if you do not provide one. Our advice:

- Read the meter at least twice a year and check the payment amounts.
- When moving: Please provide us with the meter readings in your old and new homes. This is not usually the responsibility of your landlord.



Use SmartCheck

You can avoid the payment of arrears with SmartCheck in the "My E.ON" (www.eon.de/meineon) service portal. Simply enter your current meter reading. Instantly check whether your consumption matches the monthly prepayment. If not, you can adjust the amount in the portal.

