

## What can you do when you fear you might get cut off from your power, gas or water supply?

Luckily, there are many ways to avoid this. We want to show you who can help. It is important to speak about this problem when it arises so that a solution can be found as quickly as possible.

This information is for everyone who lives in **Hamburg**.

- » Contact your electricity, gas or water supplier. Often, a solution can be found – for example, you might be able to pay in instalments.
- » If you cannot resolve the problem on your own, try contacting your job centre or your social welfare office.
- » Advice centres may also help with your money worries.
- » Ask for free advice on how to save energy and water.



## Tips for saving energy and water

Your bills are too high? Take advantage of the free energy consultation service in Hamburg.

### Stromspar-Check

Caritas Hamburg

Information hotline: 040 / 2 80 14 03 81

Email: stromsparcheck-hamburg@caritas-im-norden.de

Here, you can learn how to easily and quickly lower your energy consumption. Households with little money receive valuable energy saving tips and immediate help such as LED bulbs, switchable power strips, timers, water-saving aerators or room thermometers. The federal government and the Hamburg environmental authority are promoting the exchange of old refrigerators and freezers with a cash bonus of 100 euros per appliance.

### Editor:

#### Free and Hanseatic City of Hamburg

Ministry of Environment, Climate, Energy and Agriculture

Department for Energy and Climate

Neuenfelder Straße 19, 21109 Hamburg

Telephone: 040 / 4 28 40-39 07

Email: Energiesperren@bukea.hamburg.de

Website: [www.hamburg.de/energiesperren](http://www.hamburg.de/energiesperren)



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## HOW TO AVOID ENERGY CUT-OFFS!

### No money for your

- » electricity bill?
- » gas bill?
- » water bill?

**Watch out! You might get cut off!**


## I have financial worries and cash flow problems

I can't pay my electricity bill, gas bill or water bill.


You have received a bill or even a reminder and have no money to pay up? Here is what you can do:

**Contact your provider or the person who sent the reminder as quickly as possible and speak to them about your problem. Often, a workable solution can be found – for example, you might be able to pay in instalments.**


You have received a bill or even a reminder and have no money to pay up? Here is what you can do:

 **For electricity: Vattenfall Europe Sales GmbH**  
Telephone: 040 / 6 57 98 80 00

On the website [www.vattenfall.de/zahlungsverzug](http://www.vattenfall.de/zahlungsverzug), you can find videos and information providing answers to the most frequently asked questions in the following languages: German, English, Turkish, Russian, Arabic, Italian, Polish.

 **For gas: E.ON Energie Deutschland GmbH**  
Telephone: 0871 / 95 38 62 00

On the website [www.eon.de](http://www.eon.de), you can find additional information on contact options and advice centres. Click on the magnifying glass in the upper right-hand corner and enter the search term "Zahlhilfe" (payment help).

 **For water: Hamburg Wasser**  
Telephone: 040 / 78 88 22 22  
(Mon – Thu: 08:00 am – 06:00 pm,  
Fri: 08:00 am – 04:00 pm)  
Email: [servicecenter@hamburgwasser.de](mailto:servicecenter@hamburgwasser.de)  
Customer centre (Mon – Fri: 10:00 am – 13:00 pm,  
14:30 pm – 18:00 pm)  
Ballindamm 1, 20095 Hamburg

On the website [www.hamburgwasser.de](http://www.hamburgwasser.de), you can find information in German, English, French and Turkish. Click on the magnifying glass in the upper right-hand corner and enter the search term "Sperrung" (cut off).

## I need help

If you can't resolve the problem on your own, you should contact your local job centre ([team-arbeit-hamburg.de](http://team-arbeit-hamburg.de)) or your social welfare office (Fachamt für Grundsicherung und Soziales / Sozialamt). The advice centres listed below are also happy to help with your financial queries and problems.

Together, you will be able to work out a solution to propose to your provider. In some cases, the job centre or social welfare office can also offer financial aid.



## Advice centres working on behalf of the City of Hamburg

### consumer advice centre

Kirchenallee 22, 20099 Hamburg  
Telephone: 040 / 2 48 32-0 oder 2 48 32-1 09

### afg worknet Schuldnerberatung GmbH

#### Beratungsstelle Altona

Neue Große Bergstraße 20, 22767 Hamburg  
Telephone: 040 / 20 94 75-60

#### Beratungsstelle Bahrenfeld

Bahrenfelder Kirchenweg 69, 22761 Hamburg  
Telephone: 040 / 8 55 04 66-77

### AWO AQtivus

Amalienstraße 5, 1. Stock, 21073 Hamburg  
Telephone: 040 / 5 40 90 49-30



### Schuldnerhilfe Sofort e.V. – Neugraben-Fischbek

Stremelkamp 13, 21149 Hamburg  
Telephone: 040 / 70 12 10-24

### German Red Cross Hamburg

Behrmanplatz 3, 22529 Hamburg  
Telephone: 040 / 55 42 01 21

### Diakonisches Werk Hamburg

#### Beratungsstelle Altona

Königstraße 54, 22767 Hamburg  
Telephone: 040 / 30 62 03 85

#### Beratungsstelle Barmbek

Wohldorfer Straße 7, 22081 Hamburg  
Telephone: 040 / 30 62 03 90

#### Beratungsstelle Hamm

Horner Weg 19, 20535 Hamburg  
Telephone: 040 / 30 62 04 70

### hamburger arbeit GmbH

#### Beratungsstelle Eilbek

Hammer Steindamm 44, 22089 Hamburg  
Telephone: 040 / 4 28 68 44 44

#### Beratungsstelle Bergedorf

Sander Markt 12, 21031 Hamburg  
Telephone: 040 / 4 28 68 44 55