



Understanding billing

Sample invoice



Summary of the total invoice



Electricity bill



Gas bill



Water bill



Wastewater bill



Heating bill

Definitions

Mr and Ms
John and Jane Smith,
Sample Street 1
74523 Schwäbisch Hall

Building address
Stadtwerke Schwäbisch Hall GmbH
An der Limpurgbrücke 1
74523 Schwäbisch Hall

Tel: 0791 401-451
Fax: 0791 401-121
E-Mail: team.abrechnung@stadtwerke-hall.de

page: 1

Invoice and fees decision For questions and payments, please cite the Invoice number: SHV11RE12345 Customer number/(old customer number): 123456 / (54321)	Consumption point: Sample street 1 74538 Rosengarten Billing unit: 9874561 Date: 14.01.2020
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Dear Mr and Ms Smith

Many thanks for your trust. We have calculated the fee for our services: for the period from 01.01.2019 to 31.12.2019.

This results in a remaining amount payable of € 656.89. We will collect this amount on 29.01.2020 from your bank account DE90622901101234567890, BIC GENODES1SHA, VR Bk Schwäb. Hall-Craillsh., account holder: Smith, John.

You have issued us with a direct debit mandate for payments with the reference SEPA0000012345G0001234567. Please forward this information (prenotification) if there is a different payer.

You can find the details of your bill in the summary below and on the following pages. If you have any questions about your bill, you can contact our billing team by phone or email.

Best regards,

Stadtwerke Schwäbisch Hall GmbH

Summary for the net amount + VAT Billing period 01.01.2019 to 31.12.2019	Net amount	+ VAT	= Gross amount
Electricity bill amount	€ 705.26	€ 133.99 19%	€ 839.25
Gas bill amount	€ 641.96	€ 121.97 19%	€ 763.93
Drinking water bill amount	€ 231.74	€ 16.22 7%	€ 247.96
Wastewater bill amount	€ 362.25	€ 0.00 0%	€ 362.25
Surface water bill amount	€ 75.50	€ 0.00 0%	€ 75.50
Total	€ 2,016.71	€ 272.18	€ 2,288.89
Minus prepayments made	€ -1,129.45	€ -214.55 19%	€ -1,344.00
Minus prepayments made	€ -209.37	€ -14.63 7%	€ -224.00
Minus prepayments made	€ -336.00	€ 0.00 0%	€ -336.00
Plus existing debit amount			€ 272.00

Outstanding amount	Due (29.01.2020)	€ 659.89
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Managing Director:
Dipl.-Ing. (FH) Gebhard Gentner
Ronald Pfitzer
Building address:
An der Limpurgbrücke 1
74523 Schwäbisch Hall

Chairman of the Supervisory Board:
Load Mayor
Hermann-Josef Pelgrim

www.stadtwerke-hall.de
info@stadtwerke-hall.de

Bank details:
VR Bank Schwäbisch Hall-Grailsheim eG
Sort code 622 901 10, Account no. 78034
IBAN: DE44 6229 0110 0000 0780 34
BIG: GENODES1SHA

Registry court:
Stuttgart Local Court
HRB 570157
VAT No. DE 146 782 625
Creditor ID:
DE23ZZZ00000083266

Prepayment dates

The following prepayment amounts and the following fee prepayments for the coming billing year are calculated from the above billing quantities and the currently applicable prices:

Due dates	Contract number	Business range	Net amount	VAT		Gross amount
				%	EUR	
01.02.2020, 01.03.2020, 01.04.2020, 01.05.2020, 01.06.2020, 01.07.2020, 01.08.2020, 01.09.2020, 01.10.2020, 01.11.2020, 01.12.2020	Total prepayment		€ 274.81		€ 37.19	€ 312.00
	1042521	Gas tariff customers	€ 87.39	19.0	€ 16.61	€ 104.00
	1093893	Wastewater tariff customers	€ 33.00	0.0	€ 0.00	€ 33.00
	1093894	Water tariff customers	€ 31.78	7.0	€ 2.22	€ 34.00
	1093895	Wastewater tariff customers	€ 16.00	0.0	€ 0.00	€ 16.00
	1143785	Rain water	5,00 €	0.0	€ 0.00	€ 5.00
	1219408	Rain water	€ 5.00	0.0	€ 0.00	€ 5.00
	1246127	Electricity tariff customers	€ 18.49	19.0	€ 3.51	€ 22.00
	1246128	Electricity tariff customers	€ 78.15	19.0	€ 14.85	€ 93.00

We collect these prepayment amounts on the respective due date by SEPA direct debit for the mandate reference SEPA0000012345G0001234567 for creditor identification number DE90ZZZ00000012345 from the bank account DE9062290101234567890 at VR Bk Schwäb. Hall-Craillsh., BIC GENODES1SHA.

Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			Sample street 1 74538 Rosengarten		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Property number/Market location: 123456780001/98765432110		
			Date: 14/01/2019		

Electricity

Contract no.: 123456 **Tariff: HT-PremiumStromPlus Haushalt**

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Difference kWh	Measurement	Factor	Consumption kWh
1LGZ0012345678	01.01.19 - 31.12.19	1,458.00	1,800.00	T	342.00	EOT	1.00	342
Total consumption:								342

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Contract price electricity 01.01.19 - 31.12.19	342 kWh		12.270 ct/kWh	€ 41.96	€ 7.97 19.0 %	€ 49.93
Basic price electricity 01.01.19 - 31.12.19	365/365 days		90.76 €/year	€ 90.76	€ 17.24 19.0 %	€ 108.00
Electricity EEG allocation 01.01.19 - 31.12.19	342 kWh		6.405 ct/kWh	€ 21.91	€ 4.16 19.0 %	€ 26.07
Electricity KWK allocation 01.01.19 - 31.12.19	342 kWh		0.280 ct/kWh	€ 0.96	€ 0.18 19.0 %	€ 1.14
Electricity NEV allocation 01.01.19 - 31.12.19	342 kWh		0.305 ct/kWh	€ 1.04	€ 0.20 19.0 %	€ 1.24
Electricity offshore allocation 01.01.19 - 31.12.19	342 kWh		0.416 ct/kWh	€ 1.42	€ 0.27 19.0 %	€ 1.69
Electricity tax 01.01.19 - 31.12.19	342 kWh		2.050 ct/kWh	€ 7.01	€ 1.33 19.0 %	€ 8.34
Invoice amount					Net amount	€ 134.72
					VAT	€ 25.59
Gross amount						€ 160.31

Information about the network fees included in your invoice:

Net contractual price of network use:	15.87 €
Net basic price of network use:	40.61 €
Net concession fee:	4.51 €
Net interruptible loads allocation:	0.02 €
Net network fee for measuring point operation:	6.32 €

Transaction overview

Your payments made for the billing period

Transaction of: 01.03.2019	-272.00 €
Transaction of: 01.04.2019	-272.00 €
Transaction of: 01.05.2019	-272.00 €
Transaction of: 01.06.2019	-272.00 €
Transaction of: 02.07.2019	-272.00 €
Transaction of: 01.08.2019	-272.00 €

Customer information

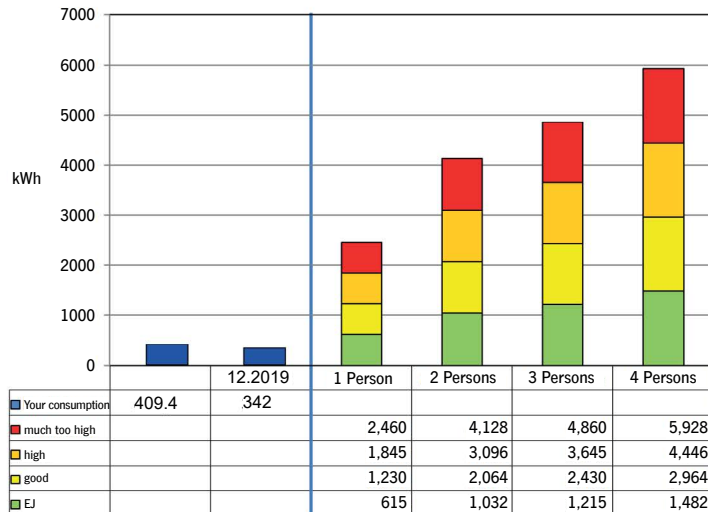
This invoice has been created automatically using data processing. You can find all the relevant forms, templates and sample invoices along with explanations of your bill on our website www.stadtwerke-hall.de. Our billing team will be happy to answer **questions about your bill from Monday to Wednesday from 8:00 am to 5:00 pm, Thursdays from 8:00 am to 6:00 pm and Fridays from 8:00 am to 1:00 PM on phone number 0791 401-451.**

1. The **legal basis** of the energy and water supply is the Law on Electricity and Gas Supply (Gesetz über die Elektrizitäts- und Gasversorgung - EnWG) and the Electricity and Gas Basic Supply Ordinance (Grundversorgungsverordnung Strom und Gas - StromGKV, GasGKV), the Low-Voltage and Low-Pressure Connection Ordinance (Niederspannungs- und Niederdruckanschlussverordnung - NAV and NDAV) and the General Supply Conditions Local Heating and Water (Allgemeine Versorgungsbedingungen Fernwärme und Wasser (AVBFernwärmeV and AVBWasserV) with the respective annexes. You can request the EnWG, the ordinances, the AVB and information about drinking water quality and hardness levels from us. The customer acknowledges this legal basis with the purchase of energy and water.
2. The **consumption reading** and billing is typically performed for our tariff customers once a year. A final bill is created if you move home. Prepayments made during the billing period are offset against the final bill for the year. No meter reading is taken when tariffs, prices or VAT rates change. Billing takes place rateably using so-called weighting tables.
3. In accordance with our payment conditions, **claims** from our invoice are payable within 14 days. Dunning costs can be charged after this. After unsuccessful dunning, we reserve the right to cut off the energy/water supply.
4. If you have granted us a **SEPA direct debit mandate**, please do not make a payment. The amounts due are collected by us or credit balances refunded.
5. **Eleven monthly prepayments** for the amount of **one twelfth** of the estimated annual bill have to be made. The respective due dates are shown on in the bill on the reverse. The prepayment amounts are either deducted from your bank account (by SEPA direct debit) or must be paid by you without prompting. The prepayment amount is based on the last bill and is rounded to the nearest full Euro.
6. If you **move house or if there are other changes**, please inform us in writing no later than three working days in advance. If we are not informed, you remain liable for any incurred costs (also caused by third parties).
7. **Objections** against the accuracy of the bill must be submitted to Stadtwerke Schwäbisch Hall GmbH within 14 days of receipt of the invoice. They typically do not have a suspensory effect on the payment of the debt.
8. We reference to the Federal Data Protection Act, please note that in conjunction with the existing contractual relationship we save and process any personal data collected.

Additional contractual information for invoice of 14.01.2019

Customer No: 123456
 Invoice: SHV11RE12345
 Measuring location/Market location: DE0012345678900000000000000930/98765432
 Market partner-ID/Name: 9907067000000/Stadtwerke Schwäbisch-Hall

Representation of the consumption with comparable groups for electricity



Not all customer groups that according to s. 3 No. 22 EnWG belong to domestic customers can be represented in a comparison chart. Therefore, this comparison cannot take into account all specific supply relationships.

Source: BMWi, Energy consumption survey of private households for the years 2011-2013, as at: March 2015

Your contract started on: 01/01/2019
 Your current contract runs to: 31/01/2021
 The contractually specified notice period is: 6 weeks
 The contractual term can be extended by an additional 1 month(s) if you do not terminate it by 20.12.2020.

Questions or suggestions connected with your energy supply

1. You can also contact the Consumer Service of the Federal Network Agency for Electricity and Gas (Bundesnetzagentur für Elektrizität und Erdgas) in order to obtain information about your rights as a domestic customer and about arbitration procedures for electricity and gas:

Bundesnetzagentur für Elektrizität, Erdgas, Telekommunikation, Post und Eisenbahnen
 Consumer Service
 Address: PO Box 8001, 53105 Bonn
 Tel: Mon.-Fri. from 09:00 am to 15:00 pm
 030 22480-500 or 01805 101000 - National information
 telephone landline price 14 ct/min; mobile prices max 42 ct/min
 Fax: 030 22480-323
 Internet: <http://www.bundesnetzagentur.de>
 E-Mail: verbraucherservice-energie@bnetza.de

2. In order to settle disputes, private individuals can also request arbitration proceedings with the Schlichtungsstelle Energie ombudsman. A prerequisite for this is that you have already contacted our customer service and have not found a satisfactory solution. The company is required to participate. Arbitration proceedings should be completed within three months. Irrespective of this, the participants reserve the right to request different proceedings in accordance with the EnWG.

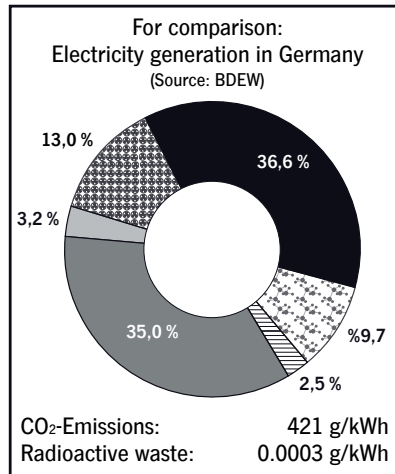
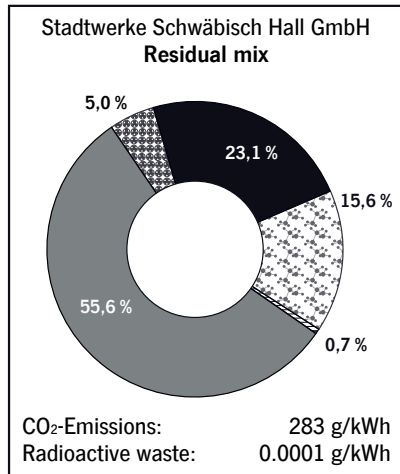
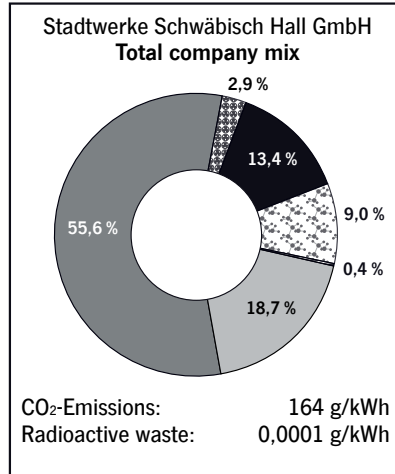
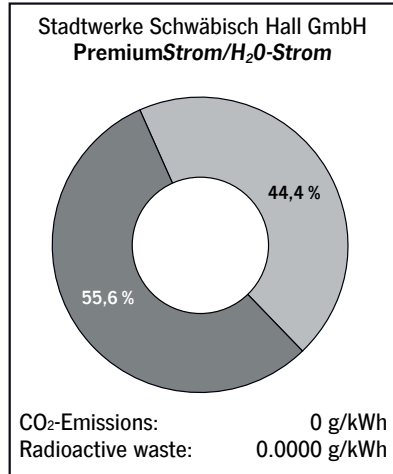
Schlichtungsstelle Energie e. V.
 Address: Friedrichstrasse 133, 10117 Berlin
 Tel: 030 27 57 240 - 0
 Internet: <http://www.schlichtungsstelle-energie.de>
 E-Mail: info@schlichtungsstelle-energie.de

3. We herewith advise you according to s. 4 para. 1 Law on Energy Services and Other Efficiency Measures (Gesetz über Energiedienstleistungen und andere Energieeffizienzmaßnahmen - EDL-G) that in conjunction with a more efficient energy use by end customers the Bundesstelle für Energieeffizienz maintains a list of energy service providers, providers of energy audits and providers of energy efficiency measures. Additional information about the so-called provider list and about the providers themselves is available at www.bfee-online.de.

Information about our electricity mix

Fuel mix disclosure of electricity supply 2018 according to s. 42 EnWG of 07 July 2005, last amended 2019.

Information current on: 01 November 2019



Legend:

- Renewable energies according to EEG
- Other renewable energies
- Gas
- Coal
- Other fossil fuels
- Atomic power

further information about the composition of our electricity is available

- **in person** from our customer centre,
An der Limpurgbrücke 1, 74523 Schwäbisch Hall
- **by telephone** on 0791 401-454
- **by email** to vertriebsteam@stadtwerke-hall.de
- **and online** at www.stadtwerke-hall.de/stromkennzeichen



Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			Sample street 1 74538 Rosengarten		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Property number/Market location: 123456780002/98765432110		
			Date: 14.01.2020		

Electricity

Contract no.: 1234567 Tariff: HT-PremiumStromPlus Haushalt

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Difference kWh	Measurement	Factor	Consumption kWh
1LGZ0012345678	01.01.19 - 31.12.19	18,652.50	21,000.00	T	2,347.50	EOT	1,00	2,348
Total consumption:								2,348

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross price
Contract electricity price						
01.01.19 - 31.12.19	2,348 kWh		12,270 ct/kWh	€ 288.10	€ 54.74 19.0 %	€ 342.84
Basic electricity price						
01.01.19 - 31.12.19	365/365 days		€ 90.76/year	€ 60.42	€ 11.48 19.0 %	€ 71.90
Electricity EEG allocation						
01.01.19 - 31.12.19	2,348 kWh		6,405 ct/kWh	€ 150.39	€ 28.57 19.0 %	€ 178.96
Electricity KWK allocation						
01.01.19 - 31.12.19	2,348 kWh		0,280 ct/kWh	€ 6.57	€ 1.25 19.0 %	€ 7.82
Electricity NEV allocation						
01.01.19 - 31.12.19	2,348 kWh		0,305 ct/kWh	€ 7.16	€ 1.36 19.0 %	€ 8.52
Electricity offshore allocation						
01.01.19 - 31.12.19	2,348 kWh		0,416 ct/kWh	€ 9.77	€ 1.86 19.0 %	€ 11.63
Electricity tax						
01.01.19 - 31.12.19	2,348 kWh		2,050 ct/kWh	€ 48.13	€ 9.14 19.0 %	€ 57.27
Invoice amount					Net amount	€ 570.54
					VAT	€ 108.40
						Gross amount
						€ 678.94

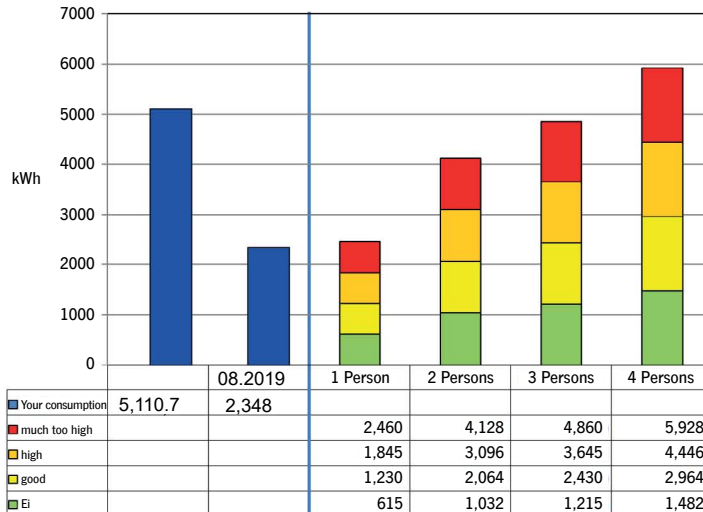
Information about the network fees included in your invoice:

Net contractual price of network use:	108.95 €
Net basic price of network use:	40.61 €
Net concession fee:	30.99 €
Net interruptible loads allocation:	0.12 €
Net network fee for measuring point operation:	6.32 €

Additional contractual information for invoice of 14.01.2020

Customer No: 123456
 Invoice: SHV11RE12345
 Measuring location/Market location: DE0012345678900000000000000000929/98765432110
 Market partner-ID/Name: 9907067000000/Stadtwerke Schwäbisch-Hall

Representation of the consumption with comparable groups for electricity



Not all customer groups that according to s. 3 No. 22 EnWG belong to domestic customers can be represented in a comparison chart. Therefore, this comparison cannot take into account all specific supply relationships.

Source: BMWi, Energy consumption survey of private households for the years 2011-2013, as at: March 2015

Your contract started on: 01/01/2019
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 The contractual term can be extended by an additional 1 month(s) if you do not terminate it by 20.12.2020.

Questions or suggestions connected with your energy supply

1. You can also contact the Consumer Service of the Federal Network Agency for Electricity and Gas (Bundesnetzagentur für Elektrizität und Erdgas) in order to obtain information about your rights as a domestic customer and about arbitration procedures for electricity and gas:

Bundesnetzagentur für Elektrizität, Erdgas, Telekommunikation, Post und Eisenbahnen

Consumer Service
 Address: PO Box 8001, 53105 Bonn
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 Fax: 030 22480-323
 Internet: <http://www.bundesnetzagentur.de>
 E-Mail: verbraucherservice-energie@bnetza.de

2. In order to settle disputes, private individuals can also request arbitration proceedings with the Schlichtungsstelle Energie ombudsman. A prerequisite for this is that you have already contacted our customer service and have not found a satisfactory solution. The company is required to participate. Arbitration proceedings should be completed within three months. Irrespective of this, the participants reserve the right to request different proceedings in accordance with the EnWG.

Schlichtungsstelle Energie e. V.

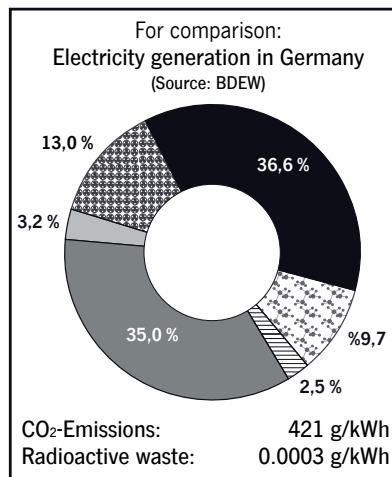
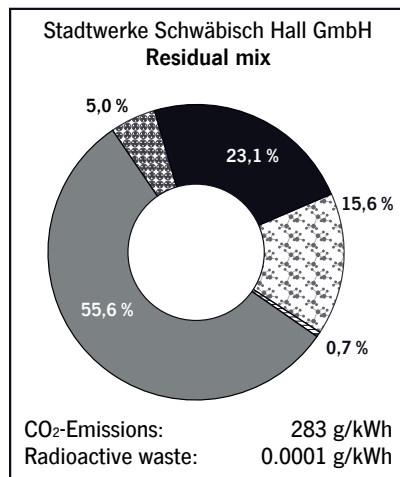
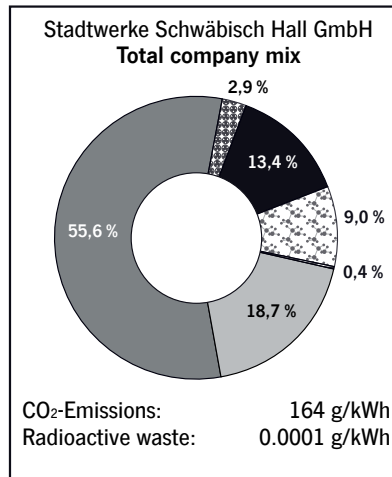
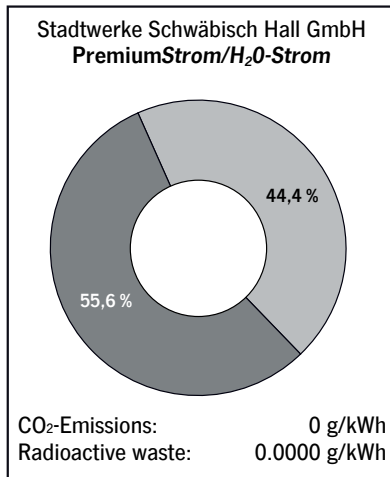
Address: Friedrichstrasse 133, 10117 Berlin
 Tel: 030 27 57 240 - 0
 Internet: <http://www.schlichtungsstelle-energie.de>
 E-Mail: info@schlichtungsstelle-energie.de

3. We herewith advise you according to s. 4 para. 1 Law on Energy Services and Other Efficiency Measures (Gesetz über Energiedienstleistungen und andere Energieeffizienzmaßnahmen - EDL-G) that in conjunction with a more efficient energy use by end customers the Bundesstelle für Energieeffizienz maintains a list of energy service providers, providers of energy audits and providers of energy efficiency measures. Additional information about the so-called provider list and about the providers themselves is available at www.bfee-online.de.

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An der Limpurgbrücke 1, 74523 Schwäbisch Hall
- **by telephone** on 0791 401-454
- **by email** to vertriebsteam@stadtwerke-hall.de
- and **online** at www.stadtwerke-hall.de/stromkennzeichen



Invoice and fees decision			Consumption point: Sample street 1 74538 Rosengarten		
Invoice number: SHV11RE12345			Property number/Market location: 1234567840001/98765432110		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Date: 14/01/2020		

Gas

Contract no.: 1234567 **Tariff:** PremiumErdgasPlus

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Difference cbm	Calorific value	Meter reading	Consumption kWh
26833737	01.01.19 07.05.19	4.991	5.870	Z	879	0,9296	11,265	9.205
26833737	08.05.19 31.12.19	5.870	6.200	T	330	0,9296	11,265	3.456
Total consumption:								12.661

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross price
Contract price gas						
01.01.19 - 07.05.19	9.205 kWh		3,700 ct/kWh	€ 340,59	€ 64,71 19,0 %	€ 405,30
08.05.19 - 31.12.19	3.456 kWh		3,700 ct/kWh	€ 127,87	€ 24,30 19,0 %	€ 152,17
Basic price						
01.01.19 - 31.12.19	365 days		€ 156.000/year	€ 156,00	€ 29,64 19,0 %	€ 185,64
Energy tax						
01.01.19 - 07.05.19	9.205 kWh		0,550 ct/kWh	€ 50,63	€ 9,62 19,0 %	€ 60,25
08.05.19 - 31.12.19	3.456 kWh		0,550 ct/kWh	€ 19,01	€ 3,61 19,0 %	€ 22,62
Invoice amount				Net amount	€ 641,96	
				VAT	€ 121,97	
				Gross amount	€ 763,93	

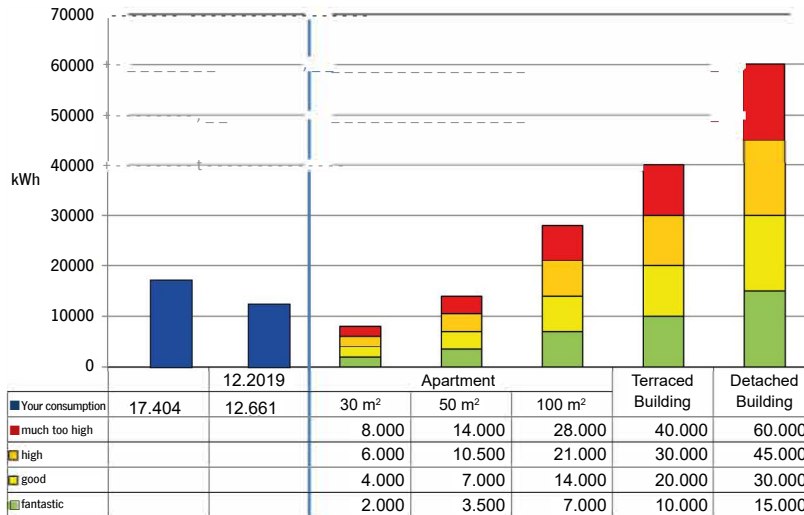
Information about the network fees included in your invoice:

Contract price gas Network use net:	157,61 €
Contract price gas Network use net:	59,17 €
Net Basic price of gas network use:	58,64 €
Net gas concession fee:	2,76 €
Net gas concession fee:	1,04 €
Net network fee for gas measuring point operation	5,26 €
Net network fee for gas measuring point operation	4,80 €
Net network fee for gas measuring service	0,61 €
Net network fee for gas measuring service	0,55 €

Additional contractual information for invoice of 14.01.2020

Customer No: 123456
 Invoice: SHV11 RE12345
 Measuring location/Market location: DE700123456780000208065014000G001/98765432110
 Market partner-ID/name: 9870023500001/Stadtwerke Schwäbisch-Hall

Representation of the consumption with comparable groups for **Gas**



Not all customer groups that according to s. 3 No. 22 EnWG belong to domestic customers can be represented in a comparison chart. Therefore, this comparison cannot take into account all specific supply relationships.

Source: BMWi, Energy consumption survey of private households for the years 2011-2013, as at: March 2015

Your contract started on: 01/01/2002
 Your current contract runs to: 31/01/2020
 The contractually specified notice period is: 6 Weeks
 The contractual term can be extended by an additional 1 month(s) if you do not terminate it by 20.12.2019.

Questions or suggestions connected with your energy supply

1. You can also contact the Consumer Service of the Federal Network Agency for Electricity and Gas (Bundesnetzagentur für Elektrizität und Erdgas) in order to obtain information about your rights as a domestic customer and about arbitration procedures for electricity and gas:

Bundesnetzagentur für Elektrizität, Erdgas, Telekommunikation, Post und Eisenbahnen

Consumer service
 Address: PO Box 8001, 53105 Bonn
 Tel: Mon.-Fri. from 9:00 am to 3:00 pm
 030 22480-500 or 01805 101000 - National information telephone landline
 price 14 ct/min; mobile prices max. 42 ct/min)
 Fax: 030 22480-323
 Internet: <http://www.bundesnetzagentur.de>
 E-Mail: verbraucherservice-energie@bnetza.de

2. In order to settle disputes, private individuals can also request arbitration proceedings with the Schlichtungsstelle Energie ombudsman. A prerequisite for this is that you have already contacted our customer service and have not found a satisfactory solution. The company is required to participate. Arbitration proceedings should be completed within three months. Irrespective of this, the participants reserve the right to request different proceedings in accordance with the EnWG.

Schlichtungsstelle Energie e. V.
 Address: Friedrichstrasse 133, 10117 Berlin,
 Tel: 030 27 57 240 - 0
 Internet: <http://www.schlichtungsstelle-energie.de>
 E-Mail: info@schlichtungsstelle-energie.de

3. We herewith advise you according to s. 4 para. 1 Law on Energy Services and Other Efficiency Measures (Gesetz über Energiedienstleistungen und andere Energieeffizienzmaßnahmen - EDL-G) that in conjunction with a more efficient energy use by end customers the Bundesstelle für Energieeffizienz maintains a list of energy service providers, providers of energy audits and providers of energy efficiency measures. Additional information about the so-called provider list and about the providers themselves is available at www.bfee-online.de.

4. Our gas deliveries are charged at a reduced tax rate. We are required to label invoices with the following information and request compliance: "Tax-preferential energy product! May not be used as fuel unless this use is permitted according to the Energy Taxation Act (Energiesteuerergesetz) or the Energy Tax Regulations (Energiesteuer-Durchführungsverordnung). Any other use as fuel has tax and criminal consequences! If in doubt, please contact your respective Main Tax Office."
5. To calculate the gas bill, the **gas volume in the operating state Vb (operating cubic metres, m³)** calculated by the **gas meter and the gas volume in normal state Vn (standard cubic metres, m³)** calculated by the **quantity converter** is converted into **energy (kilowatt-hours, kWh)** for each individual period between two meter readings using DVGW Arbeitsblatt G 685 „Gasabrechnung“. This is achieved by multiplying the operating cubic metres m³ with the billing calorific value in the normal state **H_{s,eff}** and the conversion factor **C**.

The billing calorific value **H_{s,eff}** of our gas in 2018 averaged approx. 11.252 kWh/m³.

Gas is a natural product, is subject to fluctuations in composition and thus also in energy content (calorific value).

The conversion factor C is affected by the geodetic height of the delivery point and the resulting ambient air pressure, the uniform meter operating pressure of 22 mbar and the billing temperature of the gas of 15° C. The conversion factor is calculated according to the following formula:

$$\text{Conversion factor C} = \frac{\text{Normal temperature Tn (273.15° Kelvin)}}{\text{Billing temperature T (288.15° Kelvin)}} \times \frac{\text{Ambient air pressure P}_{\text{amb}} + \text{Meter operating pressure P}_{\text{eff}} \text{ (22 mbar)}}{\text{Normal air pressure Pn (1.013.25 bar)}}$$

Because of the strongly different average heights in the gas supply region of Stadtwerke Schwäbisch Hall (277 m above sea level to 480 m above sea level), this has been divided according to DVGW Arbeitsblatt G 685 as follows into four height zones and a conversion factor specified for each:

Height zone	Location	mittlere Höhe	Z-Zahl
Height zone 1	Valley locations (e.g. Schwäbisch Hall, Gelbingen, Steinbach)	305 m	C ^{Zone1} =0,9369
Height zone 2	High locations (e.g. Rosengarten, Michelbach, Michelfeld)	370 m	C ^{Zone2} =0,9296
Height zone 3	Mainhardt	480 m	C ^{Zone3} =0,9172
Height zone 4	Untermünkheim	277 m	C ^{Zone4} =0,9400

Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			John Smith		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			74538 Rosengarten		
			Property number/Market location: 123456780001/0		
			Date: 14/01/2020		

Water

Contract no.: 7654321 Tariff: Wassertarif (water tariff)

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Difference cbm	Measurement	Factor	Consumption cbm
14966285	01.01.19 - 31.12.19	493,00	570,00	T	77,00	WA	1,00	77
Total consumption:								77

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Contract price water						
01.01.19 - 31.12.19	77 cbm		€ 2,200/cbm	€ 169,40	€ 11,86 7,0 %	€ 181,26
Metering price						
01.01.19 - 31.12.19	365/365 days		€ 93,64 /Jahr	€ 93,64	€ 4,36 7,0 %	€ 66,70
Invoice amount					Net amount	€ 231,74
					VAT	€ 16,22
						Gross amount
						€ 247,96

Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			Sample street 1 74538 Rosengarten		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Property number/Market location: 123456780001/0		
			Date: 14/01/2020		

Wastewater

Contract no.: 7651234 Tariff: Rosengarten Schmutzwasser (wastewater)

Decision on wastewater fees

- The Rosengarten district charges a wastewater fee for use of the public sewerage system.
- Legal basis for charging the wastewater fee is the wastewater statute of the Rosengarten District. You can request the wastewater statute of the Rosengarten District from us or download it from the website of the Rosengarten District.
- You can appeal this decision within one month after its announcement.
The appeal must be made in writing or dictated to the Mayor's Office, Rosengarten, Uttenhofen, Hauptstr. 39, 74538 Rosengarten to the district administration Schwäbisch-Hall, Münzstr. 1, 74523 Schwäbisch-Hall.
The validity of this decision is not restricted by the lodging of an appeal, in particular the charging of the required fees is not suspended.
- No VAT is payable on the wastewater fee.

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Differencecbm cbm	Measurement	Factor	Consumption cbm
12345678	01.01.19 31.12.19	493,00	570,00	T	77,00	WA	1,00	77
Total consumption:								77

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Contract price wastewater 01.01.19 - 31.12.19	77 cbm		€ 3,150/cbm	€ 242,55	€ 0,00 0,0 %	€ 242,55
Invoice amount					Net amount	€ 242,55
					VAT	€ 0,00
					Gross amount	€ 242,55

Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			Sample street 1 74538 Rosengarten		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Property number/Market location: 123456780001/0		
			Date: 14/01/2020		

Wastewater

Contract no.: 7615435 Tariff: Rosengarten Schmutzwasser (wastewater)

Decision on wastewater fees

- The Rosengarten district charges a wastewater fee for use of the public sewerage system.
- Legal basis for charging the wastewater fee is the wastewater statute of the Rosengarten District. You can request the wastewater statute of the Rosengarten District from us or download it from the website of the Rosengarten District.
- You can appeal this decision within one month after its announcement.
The appeal must be made in writing or dictated to the Mayor's Office, Rosengarten, Uttenhofen, Hauptstr. 39, 74538 Rosengarten to the district administration Schwäbisch-Hall, Münzstr. 1, 74523 Schwäbisch-Hall.
The validity of this decision is not restricted by the lodging of an appeal, in particular the charging of the required fees is not suspended.
- No VAT is payable on the wastewater fee.

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Difference cbm	Measurement	Factor	Consumption cbm
2020456345	01.01.19 - 31.12.19	162,37	200,00	T	37,62	WA	1,00	38
Total consumption:								38

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Contract price wastewater 01.01.19 - 31.12.19	38 cbm		€ 3,150/cbm	€ 119,70	€ 0,00 0,0 %	€ 119,70
Invoice amount					Net amount	€ 119,70
					VAT	€ 0,00
					Gross amount	€ 119,70

Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			Sample street 1 74538 Rosengarten		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Property number/Market location: 123456780001/0		
			Date: 14/01/2020		

Rain water

Contract no.: 1188775 Tariff: Rain water

Decision on wastewater fees

1. The Rosengarten district charges a wastewater fee for use of the public sewerage system.
2. Legal basis for charging the wastewater fee is the wastewater statute of the Rosengarten District. You can request the wastewater statute of the Rosengarten District from us or download it from the website of the Rosengarten District.
3. You can appeal this decision within one month after its announcement.
The appeal must be made in writing or dictated to the Mayor's Office, Rosengarten, Uttenhofen, Hauptstr. 39, 74538 Rosengarten to the district administration Schwäbisch-Hall, Münzstr. 1, 74523 Schwäbisch-Hall.
The validity of this decision is not restricted by the lodging of an appeal, in particular the charging of the required fees is not suspended.
4. No VAT is payable on the wastewater fee.

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Developed surface 0.9 01.01.19 - 31.12.19	167,4 sqm					
Developed surface 0.6 01.01.19 - 31.12.19	47,4 sqm					
Cistern reduction 01.01.19 - 31.12.19	-60,0 sqm					
Area charged - WE number: 619 01.01.19 - 31.12.19	154,8 sqm		€ 0,350/qm	€ 36,07	€ 0,00 0,0 %	€ 36,07

Invoice and fees decision			Consumption point:		
Invoice number: SHV11RE12345			Sample street 1 74538 Rosengarten		
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561			Property number/Market location: 123456780001/0		
			Date: 14/01/2020		

Rain water

Contract no.: 1188775 Tariff: Rain water

Decision on wastewater fees

1. The Rosengarten district charges a wastewater fee for use of the public sewerage system.
2. Legal basis for charging the wastewater fee is the wastewater statute of the Rosengarten District. You can request the wastewater statute of the Rosengarten District from us or download it from the website of the Rosengarten District.
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The validity of this decision is not restricted by the lodging of an appeal, in particular the charging of the required fees is not suspended.
4. No VAT is payable on the wastewater fee.

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Developed surface 0.9 01.01.19 - 31.12.19	181,8 sqm					
Developed surface 0.6 01.01.19 - 31.12.19	47,4 sqm					
Cistern reduction 01.01.19 - 31.12.19	-60,0 sqm					
Area charged - WE number: 0619 01.01.19 - 31.12.19	169,2 sqm		€ 0,350/qm	€ 39,43	€ 0,00 0,0 %	€ 39,43

Standardised definitions according to s. 40 (6) EnWG

Prepayments: Prepayments are a partial payment and payment in advance on energy already supplied and are offset against the regular final invoice. The amount of the prepayment is based on the expected energy consumption.

Reactive energy: Reactive energy is the part of the electrical energy, which is not converted into useful energy, but instead serves to generate electromagnetic and electrical fields. The reactive energy is stated in kvarh. It charges the network operators' supply networks and is collected by the energy provider when limits are exceeded and is forwarded to the network operator.

EEG allocation: With the EEG allocation, the generation of electricity is subsidised in plants belonging to renewable energy generators that are remunerated according to the German Renewable Energies Act (Erneuerbare-Energien-Gesetz - EEG). These costs are allocated to all consumers according to EEG.

Basic price: The basic price serves to cover the costs not connected with consumption and generally comprises a fixed standing charge and the transfer price (meter price).

Concession fee: Remuneration to the local authorities for joint use of public routes by supply lines. The respective concession fee is also forwarded by the network operator and is billed by the supplier.

KWK allocation: Cogeneration (KWK) plants generate electricity and heat simultaneously. As a result, a higher degree of use is achieved, meaning fuel can be saved and carbon dioxide emissions are reduced. Operations of KWK plants receive a statutorily specified subsidy. These costs are allocated to the consumers according to the Cogeneration Act (Kraft-Wärme-Kopplungsgesetz - KWKG).

Demand price: Depending on the agreement, a demand price is charged by the energy provider for the energy purchased (kW). Depending on the price condition, either the highest measured value in the year (annual demand price) or the highest value in a month (monthly demand price) is calculated.

Delivery point: Place, where the electricity or gas supply is delivered.

Market location: The market location serves to uniquely identify a consumption point, apartment or infeed point.

Measuring location: The measuring location serves to uniquely identify the measuring equipment.

Measuring point operation: The measuring point operation includes the installation and removal, as well as the operation and maintenance of meters. These costs are charged by the network operator or measuring point operator.

Measuring service: The measurement includes calculating energy consumption and recording, managing and providing meter data. These costs are charged by the network operator or measuring service provider.

Network operator number: The network operator number serves the unique identification of the local distribution network operator to whose network the delivery point is connected.

Network use fees: Fees to the energy network operator for transporting and distributing the energy and the associated services.

Fuel mix disclosure (energy mix): The fuel mix disclosure prescribed according to the Energy Industry Law (Energiewirtschaftsgesetz - EnWG) provides information about the origin of the electricity purchased and its environmental impact.

Electricity tax: Electricity tax is a statutorily regulated consumption tax, which since 1999 has been charged on the basis of the law on ecological tax reform. Consumption or withdrawal from the network is taxed in the German tax territory. The electricity tax is levied by the energy provider and forwarded to the tax authorities.

Energy tax: Energy tax is a statutorily regulated consumption tax, which since 1999 has been charged on the basis of the law on ecological tax reform. Consumption or withdrawal from the network is taxed in the German tax territory. The gas energy tax is levied by the energy provider and forwarded to the tax authorities.

Consumption: Energy consumption for the respective billing period is shown in kilowatt-hours (kWh).

Consumption / contract price: The consumption price or contract price describes the price for one consumed kilowatt-hour of energy.

Contract account: The customer's master data, information about the delivery point and all payments relating to the delivery point are recorded under the contract account.

Thermal gas billing: Gas is measured volumetrically, i.e. cubic metres (cbm). The operating volume depends on pressure and temperature. The amount of gas measured in cbm is converted into kilowatt-hours (kWh) so that it can be charged without the effect of pressure and temperature. To do this, consumption in cbm is multiplied by the conversion factor C (C number) and the calorific value in accordance with the rules of standard volume conversion. The C number is a correction factor that removes the influence of pressure and temperature. The calorific value indicates how much energy is contained in the gas.

Gas consumption: The consumption value in cbm is the gas consumption volumetrically measured by the gas meter for the respective billing period.

Conversion factor: Temperature and pressure at the place of consumption affect the energy content of the gas and as taken into account as so-called conversion factor in the thermal consumption calculation.

Calorific value: The calorific value of the gas supplied to the supply network is constantly measured, with the weighted average for the respective billing period being included in the thermal consumption calculation.

Mr and Ms
John and Jane Smith,
Sample Street 1
74523 Schwäbisch Hall

Building address:
Stadtwerke Schwäbisch Hall GmbH
An der Limpurgbrücke 1
74523 Schwäbisch Hall

Tel: 0791 401-451
Fax: 0791 401-121
Email: team.abrechnung@stadtwerke-hall.de

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<p>Invoice For questions and payments, please cite the invoice Number: SHV11RE312345 Customer number/(old customer number): 123456 /(54321)</p>	<p>Consumption point: Sample street 1 74523 Schwäbisch Hall Billing unit: 9874561 Date: 14.01.2020</p>
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Dear Mr and Ms Smith,

Many thanks for your trust. We have calculated the fee for our services: for the period from 01.01.2019 to 31.12.2019.

This results in a remaining amount payable of € 455.92. We will collect this amount on 25.03.2020 from your bank account DE90622901101234567890, BIC GENODES1SHA, VR Bk Schwäb.-Crailsheim, account holder: Smith, John.

You have issued us with a direct debit mandate for payments with the reference SEPA000012345G0001234567. Please forward this information (prenotification) if there is a different payer.

You can find the details of your bill in the summary below and on the following pages. If you have any questions about your bill, you can contact our billing team by phone or email.

Yours sincerely,

Stadtwerke Schwäbisch Hall GmbH

Summary for the billing period 01.01.2019 to 31.12.2019	Net amount	+ VAT	= Gross amount
Local heating invoice	€ 1.205,81	€ 229,11 19 %	€ 1.434,92
Total	€ 1.205,81	€ 229,11	€ 1.434,92
Minus prepayments made	€ -822,69	€ -156,31 19 %	€ -979,00
Invoice amount	€ 383,12	€ 72,80	€ 455,92
Outstanding amount	Due (25.03.2020)		€ 455,92

Managing Director:
Dipl.-Ing. (FH) Gebhard Gentner
Ronald Pfitzer
Building address:
An der Limpurgbrücke 1
74523 Schwäbisch Hall

Chairman of the Supervisory Board:
Load Mayor
Hermann-Josef Pelgrim

www.stadtwerke-hall.de
info@stadtwerke-hall.de

Bank details:
VR Bank Schwäbisch Hall-Crailsheim eG
Sort code 622 901 10, Account no. 78034
IBAN: DE44 6229 0110 0000 0780 34
BIC: GENODES1SHA

Registry court:
Stuttgart Local Court
HRB 570157
VAT No. DE 146 782 625
Creditor ID:
DE23ZZZ00000083266

Prepayment dates

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The following prepayment amounts and the following fee prepayments for the coming billing year are calculated from the above billing quantities and the currently applicable prices:

Due dates	Contract number	Business range	Net amount EUR	VAT %	VAT EUR	Gross amount EUR
01.04.2020, 01.05.2020, 01.06.2020, 01.07.2020, 01.08.2020, 01.09.2020, 01.10.2020, 01.11.2020, 01.12.2020	Total prepayment		€ 102.52		€ 19.48	€ 122.00
	1242148	Water tariff customers	€ 102.52	19.0	€ 19.48	€ 122.00

We collect these prepayment amounts on the respective due date by SEPA direct debit for the mandate reference SEPA0000012345G0001234567 for creditor identification number DE90ZZZ00000012345 from the bank account DE9062290101234567890 at VR Bk Schwáb. Hall-Crailsh., BIC GENODES1SHA.

Your payments made for the billing period

Transaction of: 01/02/2019	-89.00 €
Transaction of: 01/03/2019	-89.00 €
Transaction of: 01/04/2019	-89.00 €
Transaction of: 01/05/2019	-89.00 €
Transaction of: 01/06/2019	-89.00 €
Transaction of: 02/07/2019	-89.00 €
Transaction of: 01/08/2019	-89.00 €
Transaction of: 01/09/2019	-89.00 €
Transaction of: 01/10/2019	-89.00 €
Transaction of: 01/11/2019	-89.00 €
Transaction of: 01/12/2019	-89.00 €

Customer information

This invoice has been created automatically using data processing. You can find all the relevant forms, templates and sample invoices along with explanations of your bill on our website www.stadtwerke-hall.de. Our billing team will be happy to answer **questions about your bill from Monday to Wednesday from 8:00 am to 5:00 pm, Thursdays from 8:00 am to 6:00 pm and Fridays from 8:00 am to 3:00 pm on phone number 0791 401-451.**

1. The **legal basis** of the energy and water supply is the Law on Electricity and Gas Supply (Gesetz über die Elektrizitäts- und Gasversorgung - EnWG) and the Electricity and Gas Basic Supply Ordinance (Grundversorgungsverordnung Strom und Gas - StromGVV, GasGVV), the Low-Voltage and Low-Pressure Connection Ordinance (Niederspannungs- und Niederdruckanschlussverordnung - NAV and NDAV) and the General Supply Conditions Local Heating and Water (Allgemeine Versorgungsbedingungen Fernwärme und Wasser (AVBFernwärmeV and AVBWasserV) with the respective annexes. You can request the EnWG, the ordinances, the AVB and information about drinking water quality and hardness levels from us. The customer acknowledges this legal basis with the purchase of energy and water.
2. The **consumption reading and billing** is typically performed for our tariff customers once a year. A final bill is created if you move house. Prepayments made during the billing period are offset against the final bill for the year. No meter reading is taken when tariffs, prices or VAT rates change. Billing takes place rateably using so-called weighting tables.
3. In accordance with our payment conditions, **claims** from our invoice are payable within 14 days. Dunning costs can be charged after this. After unsuccessful dunning, we reserve the right to cut off the energy/water supply.
4. If you have granted us a **SEPA direct debit mandate**, we please do not make a payment. The amounts due are collected by us or credit balances refunded.
5. **Eleven monthly prepayments** for the amount of one twelfth of the estimated annual bill have to be made. The respective due dates are shown on in the bill on the reverse. The prepayment amounts are either deducted from your bank account (by SEPA direct debit) or must be paid by you without a prompting. The prepayment amount is based on the last consumption billed and is rounded to the nearest full Euro.
6. If you **move house or if there are other changes**, please inform us in writing no later than three working days in advance. If we are not informed, you remain liable for any incurred costs (also caused by third parties).
7. **Objections** against the accuracy of the bill must be submitted to Stadtwerke Schwäbisch Hall GmbH within 14 days of receipt of the invoice. They typically do not have a suspensory effect on the payment of the debt.
8. We reference to the Federal Data Protection Act, please note that in conjunction with the existing contractual relationship we save and process any personal data collected.

Invoice	Consumption point: Sample street 1 74538 Rosengarten
Invoice number: SHV11RE12345	Property number/Market location: 123456780001/0
Customer number/(old customer number)/billing unit: 123456 / (54321) / 9874561	Date: 11/03/2020

Heating invoice
contract no.: 1234567 Tariff: General tariff

Consumption calculation

Meter number	Period	Meter reading from	Meter reading to	Reading type*	Difference MWh	Measurement	Factor	Consumption MWh
12345678	01.01.19 - 10.12.19	29,328	42,895	Z	13,567	FW	1,00	13,567
12345678	11.12.19 - 31.12.19	42,895	44,000	TE	1,105	FW	1,00	1,105
Total consumption:								14,672
Previous year's consumption:								56,788

*Reading type: T=Periodic reading network operator, TKD=Customer reading, TE=Estimate network operator, Z=Interim reading, ZKD=Interim reading customer
E=Installation, A=Removal, WA=Change removal, WE= Change installation, V=Start of contract, B=End of contract, VE=Start of contract substitute value, BE=End of contract substitute value, VKD=Start of contract customer reading, BKD=End of contract customer reading, H=Extrapolation
ZE=Provisional reading substitute value

Consumption billing

Period	Quantity	X	Price per unit	Net amount	VAT	Gross amount
Local heating contract price						
01.01.19 - 10.12.19	13.567 MWh		€ 69.390/MWh	€ 941,41	€ 178.87 19.0 %	€ 1,120.28
11.12.19 - 31.12.19	1.105 MWh		€ 69.390/MWh	€ 76.68	€ 14.57 19.0 %	€ 91.25
Local heating base price kW						
01.01.19 - 31.12.19	365/365 days 8.0 kW		€ 15.63/year	€ 125.20	€ 23.79 19.0 %	€ 148.99
Local heating metering price						
01.01.19 - 31.12.19	365/365 days		€ 62.52/year	€ 62.52	€ 11.88 19.0 %	€ 74.40
Invoice amount					Net amount	€ 1,205.81
					VAT	€ 229.11
					Gross amount	€ 1,434.92