



ENERGY COSTS AT A GLANCE

Support for the City of Freiburg im Breisgau





The energy advice team at Verbraucherzentrale Baden-Württemberg e. V. provides advice on a range of issues relating to energy. Personal support is available at 13 advice centres in Baden-Württemberg. The Verbraucherzentrale Baden-Württemberg is provider-independent and neutral. This brochure is intended as a guide for consumers who have questions about energy/energy costs. The brochure provides an overview of available contacts and includes tips and ways to quickly solve your energy problems.

If you have any questions, please contact the energy advice team at Verbraucherzentrale Baden-Württemberg directly:



Verbraucherzentrale Baden-Württemberg e. V.
Paulinenstraße 47, 70178 Stuttgart
Tel.: **0711 6691-10**
email: esh-energieberatung@vz-bw.de

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Support for residents of Freiburg im Breisgau

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Verbraucherzentrale Baden-Württemberg e.V.

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**ENERGY ADVICE BY
VERBRAUCHERZENTRALE
BADEN-WÜRTTEMBERG E. V.**



HOME CONSULTATION

Consumers can save a lot of energy by taking a few simple steps. Our advice provides an overview of your electricity and water consumption and shows you some easy ways to save.

Consultation service:

Our consultation at your home will help you to find ways to save energy. An energy consultant will come to your home to provide advice and assist you with any questions you may have about your energy consumption. You will be given support in the following areas:

...❖ **Saving electricity**

...❖ **Heating and ventilation**

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



HOW DO I MAKE AN APPOINTMENT FOR THE CONSULTATION?


- 1.** Arrange an appointment via our free hotline
0711 6691-10
- 2.** The advisor comes to your home.
- 3.** The consultation takes about 1 hour.
- 4.** After the consultation, you will receive a short report within four weeks. Here, you can read everything again and get some tips!

PLEASE NOTE:


The report is NOT an expert opinion!

DROP-IN ADVICE CENTRES IN FREIBURG IM BREISGAU

Consumer Centre in Freiburg

 **Verbraucherzentrale Baden-Württemberg e.V.
Beratungsstelle Freiburg**
Kaiser-Joseph-Straße 271
79098 Freiburg im Breisgau

You can also book an appointment for an energy consultation or find out about other services provided by the consumer advice centre by calling **0711 6691-10**.


 **The city of Freiburg will help you
to save energy!**

The city of Freiburg has various support programmes designed to help you save energy. Find out more on our website:

www.freiburg.de/energiesparen



Electricity saving check Freiburg – for people on low incomes

 **Stromspar-Check Freiburg**
f.q.b. gGmbH
Mundenhof 53
79111 Freiburg im Breisgau
Tel.: **0761 898 22064 or 0761 898 22065**
email: **stromspar-check@fqb-freiburg.de**

We will carry out a free energy-saving check at your home. You will also receive some free energy and water-saving products. You will also have the opportunity to exchange an outdated cooling unit free of charge.

GET IN TOUCH WITH THE ENERGY SAVING CHECK TEAM!

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A lot of energy is consumed in buildings. The aim is therefore to significantly and sustainably reduce the energy consumption of buildings.

1. Freiburg energy-saving advice: Energy advisers are available to support you and discuss all matters relating to energy saving.
2. Funding programme “Climate-friendly Living”: The city of Freiburg has been supporting private homeowners since 2002 by providing financial grants for energy-efficient renovations and the modernisation of residential buildings in urban areas. We also offer free initial consultations for all building blocks.

3. Environmentally friendly homeowners’ associations: There are many homeowners’ associations (WEG) in Freiburg. Many WEG apartments in the city have not been renovated. Various interests need to be brought together. The city of Freiburg therefore offers its WEGs funding in addition to numerous other support options and a wide range of advice.

4. Photovoltaic campaign: Do you want to learn more about the role played by photovoltaics (PV) in climate protection and the economic efficiency of PV? Or are you wondering whether you can become more independent from rising energy prices with PV? Take advantage of the free initial consultation offered by the city of Freiburg.

Full details about the offers are available on the city of Freiburg website.



Information hotline of the city of Freiburg

Energy-efficient renovations,
solar roofs, balcony systems
Telephone: 0761 79177 17

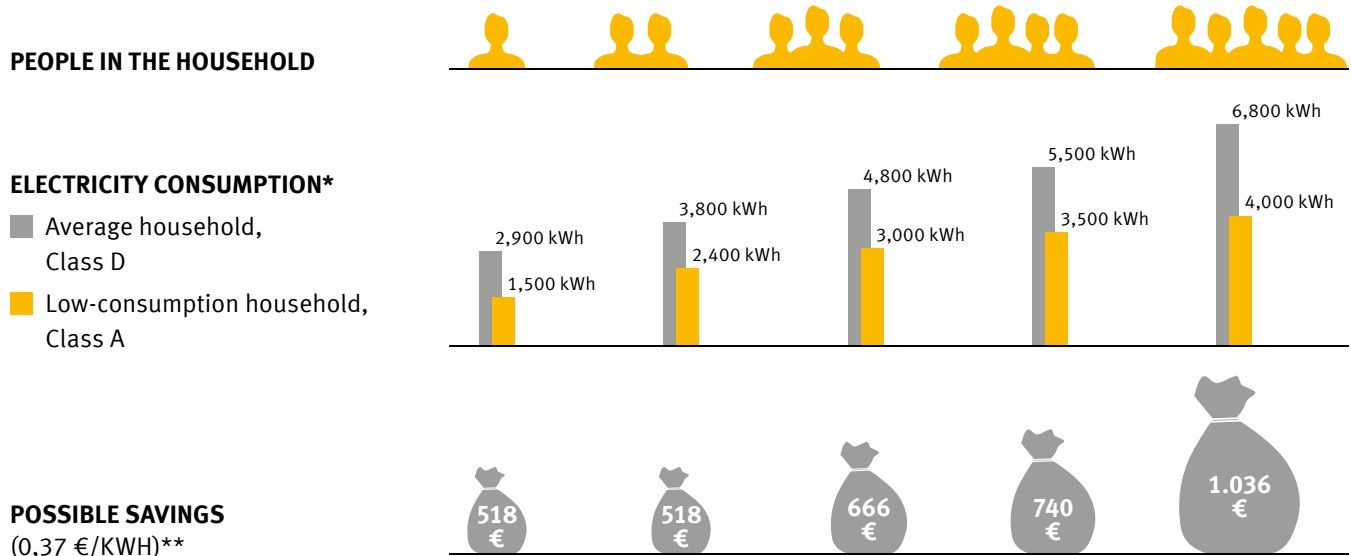


Energy costs, i.e. hot water, heating and electricity are very high in Germany. It is therefore worth using less energy to reduce the amount you need to pay.

ELECTRICITY CONSUMPTION

What you could save in a year

How much you can save by consuming less energy:



* Data: Stromspiegel Deutschland 2021/22, values for one- and two-family homes with electric water heating (Class A–G)

** Source: strom-report.de, Forecast average household electricity price for 2023

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WHAT IS THE BEST WAY TO HEAT MY HOME?

We feel the most comfortable when the room temperature is between 18 and 22 degrees. Other temperatures may be appropriate, depending on which room we are in. Here is a quick overview:

Living room: 20 degrees

Bedroom: 16 – 18 degrees

Kitchen: 18 degrees

Bathroom: 21 – 24 degrees

**Nursery,
study:** 20 – 21 degrees



There are “control knobs” (thermostats) on your radiators. These “control knobs” indicate the temperature in each of the rooms in your home.

Level 1 = 12 degrees

Level 2 = 16 degrees

Level 3 = 20 degrees

Level 4 = 24 degrees

Level 5 = 28 degrees

So if you set your “knob” to level 3 in the living room and level 2.5 in the bedroom, you will have the optimum room temperature in each room. Turning up the radiator will not warm up the room more quickly, but it will cost more!

Many homes have radiators which require electricity. These radiators are particularly expensive. You will be able to recognise whether you have this type of radiator by the electricity cable. Please book a consultation if you have this type of radiator.

If you are not going to be at home, you can turn radiators down to 2.



IMPORTANT:

Never turn the setting to 0 in the winter!

...❖ **Do not place furniture or hang curtains in front of your radiators!**

...❖ **Do not hang clothes on the radiators!**



HOW DO I VENTILATE CORRECTLY?

Fresh air is good! Proper ventilation also helps to prevent mould. This is particularly important in the 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 open, you will need to ventilate the room for longer and this increases your energy requirements.**
- ...❖ **Ventilate after cooking.**
- ...❖ **Ventilate when you dry your laundry in your home. Sometimes tenants are not allowed to dry clothes indoors in rented accommodation. This will be in your rental agreement!**

WASHING & DRYING

Keep an eye on the temperature when you wash your laundry. A washing temperature of 30 degrees is sufficient for normally soiled laundry. Using 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 drying rack. However, if you need to use the tumble dryer, spin your laundry before drying. To do this, set the washing machine to 1,200 revolutions.



COOLING AND FREEZING

Only open your fridge or freezer door for short periods of time. Let your food cool down before you put it in the fridge. Please do not place your appliance near a heater or stove. Ensure that thick layers of ice do not build up in your freezer.

The correct settings for your fridge/freezer:

...❖ **Your refrigerator should be set at approximately 7 degrees. This is around level 2 or 3.**

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

You can measure both of these temperatures with a thermometer!

COOKING AND BAKING



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

...❖ **Pre-boil water in the kettle.**



IMPORTANT:

The oven is not a heater. Please do not use it to heat your home!

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HOT WATER

Hot water is expensive because it requires energy.

- ❖ Take a shower instead of a bath.
- ❖ Only shower for five minutes.
- ❖ Fill the sink to wash your dishes – don't let the tap run.



LIGHTING, COMPUTER, TV



- ❖ Buy LED lamps.
- ❖ Turn off the lights when you leave the room.
- ❖ Do not leave your devices in “standby mode”. If you don't have a power strip with a toggle switch you can turn off, unplug the power cord from the outlet. Devices still consume electricity in “standby mode”.

If you are planning to buy a new device, you should check the energy class. There have been new classifications for devices since March 2021!



SAVING ENERGY IN RENTAL ACCOMMODATION



If you live in rented accommodation, you are usually unable to renovate your home to reduce heating and hot-water costs. However, as a tenant, you also have the opportunity to make small changes to reduce your energy costs:

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...❖ If you have enough space between radiators and the wall, you can fill them with “insulation panels”. The panels must be glued well so that there are no gaps. Please discuss this with your landlord in advance!

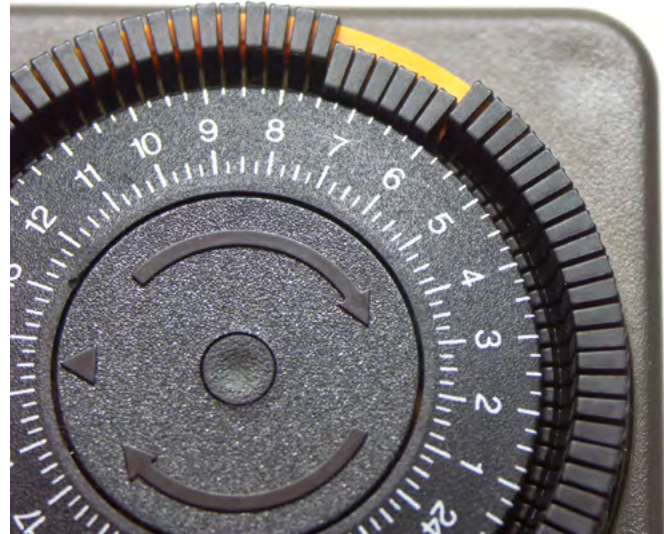
...❖ Seal windows and doors with sealing tape and brush seals.

Install timer switches. This allows your devices to be turned off automatically without you having to think about it.

...❖ Water aerators reduce the water flow. Less water comes through the tap, which is why you actively save water.

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

This only works for showers and taps where there is pipeline pressure. If you are not sure, ask your landlord or a specialist company!



AT RISK OF HAVING YOUR ENERGY SUPPLY DISCONNECTED? WHAT SHOULD YOU DO?

Under which circumstances is the energy provider allowed to switch off your electricity?

If you do not pay your monthly bill or the outstanding payment in your annual bill and your payments at least EUR 100 in arrears, the energy provider will warn you that your energy supply may be disconnected. You will receive a further written notification eight days before your energy supply is disconnected. This written notification will also include an option to pay off the energy debt in instalments, which will prevent any disruptions to your energy supply.

…❖ **You have not paid at least € 100.**

…❖ **You received a disconnection warning four weeks ago.**



PLEASE NOTE:

The disconnection and reconnection of your energy supply costs money!

…❖ **You were informed about the disconnection of your energy supply eight days in advance.**

…❖ **You have not yet responded to your energy company's prevention agreement or suggested a payment plan.**



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You have the following options to prevent disconnection of your supply:

- 1. Adjust your monthly payments in advance:** If you know you're using more energy, adjust your monthly payments early. This will prevent high additional payments in your final bill. Your supplier would be happy to help you to calculate a suitable monthly payment.
- 2. Use self-help options:** Take action and respond to letters from your energy provider. Can you pay the bill using your savings?
- 3. Get in touch with your energy provider:** If you have received a warning that your supply will be disconnected, your provider must offer a repayment agreement! You will be given the opportunity to pay your energy debt off 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 provider. Find out how to do this under the topic “Loans for electricity debts”.
- 5. Use advice services:** If you need further support, contact an advice centre. You can find this under “Where can I get further advice”.





HAS YOUR ENERGY SUPPLY BEEN DISCONNECTED AND YOU DON'T KNOW WHAT TO DO?

The first step is to contact your energy provider. Explain your current financial situation and ask how you can arrange your supply to be reconnected. If you are unable to pay your energy debts, check whether the job centre/ social welfare office can grant you an energy loan. If you need further support and advice, there are various advice centres in Freiburg.



LOANS FOR ENERGY DEBT

If you have received a warning that your energy supply will be disconnected, you can apply for a loan from the job centre or social welfare office. The prerequisites for this include:

- ❖ **You do not have any funds of your own that you can use.**
- ❖ **Attempts to make financial arrangements with your energy supplier have failed.**
- ❖ **There is no way to prevent your energy supply from being cut off.**





WHERE CAN I APPLY FOR A LOAN?

If you receive payments from the job centre in Freiburg:



Jobcenter Freiburg

Tel.: **0761 2710721**

email: **Jobcenter-Freiburg@jobcenter-ge.de**

or make an online appointment by email

www.jobcenter-freiburg.de

If you live in the **urban area of Freiburg** and **do not** receive any payments from the job centre:



Amt für Soziales

Wohnungssicherung / Prävention

Fehrenbachallee 12

79106 Freiburg

Tel.: **0761 2013241**



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