

## Notice of Suspension of Service – You now have eight days left!

You have received a notice of suspension of service. Electricity, gas, water or heat utility service is subject to pending suspension within **eight** days. Please save yourself inconvenience and additional costs. Please attend to this matter in a timely manner!

**Remit the total amount** of our claim **within eight days**. Payment is deemed received on the day when credited to our bank account. If you are unable to pay the entire amount by the deadline, you may conclude an aversion agreement in the form of an interest-free payment plan for a maximum of 6 months. Via the QR code on the notice of suspension of service, you can go directly to the application form. Alternatively, you can gladly send an e-mail to [inkasso@evi-hildesheim.de](mailto:inkasso@evi-hildesheim.de). Or get in touch with us by phone. You can reach us by phone Mon – Fri from 8:00am – 6:00pm or Sat from 9:00am – 4:00pm at +49 (0) 5121 508 - 333.

### Has your meter been locked?

If your meter has been locked or uninstalled, at a minimum the reinstatement of utility service is subject to these costs: Electricity: € 151,26; Natural gas: € 194,59; Water: € 157,90 Heat: € 206,96.

If your meter has been uninstalled, it is required in any case that an authorized installer check the system. No new meter can be installed beforehand.

**When all claims, also for previous apartments, along with all costs, have been settled, then we will be glad to supply you with electricity, gas, water or heat.**

If you have issued a bank transfer or made a cash payment after receiving the notice of suspension of service, we urge you to inform us per e-mail at [inkasso@evi-hildesheim.de](mailto:inkasso@evi-hildesheim.de) as soon as the transferred amount has been debited from your bank account. Please send us a photo of the account statement on which the debit is identifiable, or if you have carried out the bank transfer online, please send us a photo of the bank transfer order with TAN as proof of your payment.

**Important, please note: Please also provide us your phone number per e-mail.**

**Utility hook-up and unlocking are only possible by appointment!**

Once your payment has been credited to our account, we have received your e-mail notification and proof of payment, we will phone you on workdays within 24 hours in order to arrange an appointment for utility hook-up. **It is necessary for you to be home for utility hook-up!**

**Our phone number**  
**+49 (0)51 21 508-333**  
**Mon – Fri** 8:00am – 6:00pm  
**Sat** 9:00am – 4:00pm  
**E-mail:** [inkasso@evi-hildesheim.de](mailto:inkasso@evi-hildesheim.de)

**Our bank account number**  
**IBAN:** DE 24 2595 0130 0000 044200  
Sparkasse Hildesheim Goslar Peine  
Please remember to include your customer and building location number so that we may properly account for your payment.