



**verbraucherzentrale**



**Energieberatung**

**verbraucherzentrale**

*Baden-Württemberg*

# ENERGY COSTS AT A GLANCE

Support Offers for the District of Ravensburg



The Energy Advice Office of the Verbraucherzentrale Baden-Württemberg e.V. (Consumer Office of Baden-Württemberg) offers advice on every question surrounding the topic of energy. Our personal consultations take place at 13 advice offices in Baden-Württemberg. The Consumer Office of Baden-Württemberg is provider-independent and neutral. The present brochures are meant as an orientation aid for consumers who have questions about energy/energy costs. The brochures offer an overview of the points of contact available to you and give you tips and quick help in case of problems.

**For questions, you can directly contact the Energy Advice Office of the Consumer Office of Baden-Württemberg:**



Verbraucherzentrale Baden-Württemberg e. V.

Paulinenstraße 47, 70178 Stuttgart

Tel.: **0711 6691-10**

Mail: **[energieberatung@vz-bw.de](mailto:energieberatung@vz-bw.de)**

# ENERGY COSTS AT A GLANCE

Support offers for Ravensburg

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## 4 | Reducing energy consumption



**ENERGY ADVICE OFFICE OF THE  
VERBRAUCHERZENTRALE BADEN-  
WÜRTTEMBERG E. V.**



### **ADVICE AT HOME**

With just a little effort, consumers can save a lot of energy. The advice helps by giving you an overview of your energy and water consumption and shows you simple ways to conserve both.

#### **Advice offer:**

Advice at home helps you find opportunities to save energy. For the consultation, an advisor comes to your home and helps you with any questions related to your energy consumption. You can receive support in the following areas:

...❖ **Saving electricity**

...❖ **Heating and ventilation**

Your energy advisor is also happy to answer questions about your heating bill.



### **HOW DO I GET AN APPOINTMENT FOR A 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!

#### **NOTE:**

**The report is NOT an assessment!**



## ADVICE OFFICES IN RAVENSBURG

### Consumer Office in Friedrichshafen



#### **Verbraucherzentrale Baden-Württemberg e. V.** **Advice Office Friedrichshafen**

Riedleparkstraße 1  
88045 Friedrichshafen

You can also book an appointment for an appointment for an energy consultation at the telephone number **0711 6691-10**, or receive information about all of the Consumer Office's other offers.

The consultation is carried out in cooperation with the Ravensburg Energy Agency.

### Ravensburg Energy Agency

The Ravensburg Energy Agency will advise you on any questions relating to energy. It offers energy consultations free of charge. The advisors are independent and provide neutral advice.



#### **Energieagentur Ravensburg gGmbH**

Zeppelinstraße 16  
88212 Ravensburg

Tel.: **0751 7647070**

**info@energieagentur-ravensburg.de**

In some municipalities, the Energy Agency also offers stationary consultations at the town halls. For appointments, contact the Energy Agency directly!

energieagentur  
Ravensburg

## 6 | Energy-saving tips

Energy costs, including warm water, heating and electricity, are very expensive in Germany. That means it is worthwhile to use less energy so that you can pay less money.

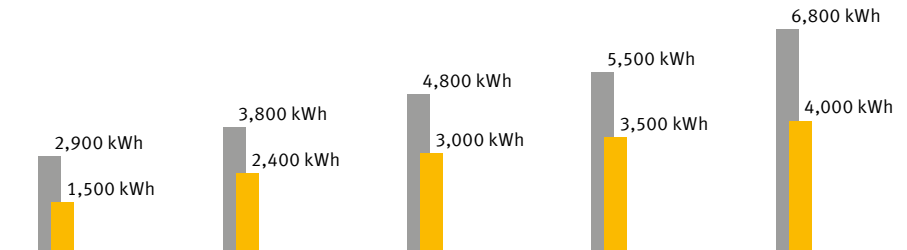
**You can save this much when you consume less energy:**

### PEOPLE IN THE HOUSEHOLD



### ELECTRICITY CONSUMPTION\*

- Average household, Class D
- Low-consumption household, Class A



### POSSIBLE SAVINGS

(0,37 €/KWH)\*\*



\* 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

## ELECTRICITY CONSUMPTION

What you could save in a year

## HOW DO I HEAT PROPERLY?

We feel comfortable with the room temperature is between 18 and 22°C. Depending on the room we are in, other temperatures may be suitable. Here is a little overview:

**Living room:** 20 °C

**Bedroom:** 16 – 18 °C

**Kitchen:** 18 °C

**Bathroom:** 21 – 24 °C

**Children's room,**

**Home office:** 20 – 21 °C



## 8 | Energy-saving tips

On your heater, there is a thermostat knob. This knob shows the level of heating there should be in your flat.

**Level 1 = 12 °C**

**Level 2 = approx. 16°C**

**Level 3 = 20 °C**

**Level 4 = 24 °C**

**Level 5 = 28 °C**

So, if you turn the knob in your living room to Level 3 and the one in the bedroom to 2.5, you will get the optimal room temperature. If you turn up the heat, it won't get warmer faster, just more expensive!

Some flats have heaters that use electricity. These heaters are especially expensive. You can recognise them by their power cable. Please attend a consultation if you have heaters like this.

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



**IMPORTANT:**

**Never turn the heater to 0 during the winter!.**

❖ **Never place furniture or hang curtains in front of the radiator!**

❖ **Never place clothing on the radiator!**





## HOW DO I VENTILATE PROPERLY?

Fresh air is good! Proper ventilation also prevents mould. That is especially important in the winter.

- ...❖ **Open your windows wide at least 3 times a day. The windows should stay open for 5–10 minutes. If you only tip your windows, you have to ventilate longer and this increases your energy consumption.**
- ...❖ **Ventilate after cooking.**
- ...❖ **Ventilate when you dry your clothes in your flat. Sometimes you are not allowed to dry them in your flat if you rent. This can be found in your rental contract!**

## WASHING & DRYING

When you wash your laundry, pay attention to the temperature. For normally soiled clothes, a temperature of 30°C is sufficient. You can save money by washing at 30°C. The hotter you wash, the more expensive it is for you!

It's best to dry your laundry on a clothes line or drying rack. But if you don't want to go without your dryer, then spin your laundry before drying it. To do so, set your washing machine to 1,200 rpm.



## REFRIGERATION AND FREEZING

Only briefly open your refrigerator or freezer. Allow your food to cool completely before placing it in the refrigerator. Please do not place your appliance next to a radiator or oven. Ensure that no thick layers of ice form in your freezer.

How do I set my refrigerator correctly?

- ...❖ **The refrigerator should be set to 7°C. That corresponds roughly to setting 2 or 3.**
- ...❖ **Your freezer should be set to around -18°C. Please remember to defrost it regularly. A layer of ice half a centimetre thick causes significantly higher energy consumption.**

You can measure both of these you a thermometer!

## COOKING AND BAKING



- ...❖ **Use a lid for your pots and pans when you cook.**
- ...❖ **Boil water in advance using an electric kettle.**



### **IMPORTANT:**

**The oven is not a radiator. Please do not use it to heat your flat!**

## WARM WATER

Warm water is expensive because it requires energy!

- ...❖ Shower instead of bathe!
- ...❖ Only shower for 5 minutes!
- ...❖ Wash your dishes in the sink. Don't let the water run!



## LIGHTING, COMPUTER, TV



- ...❖ Buy LED lights!
- ...❖ Turn the light off when you leave the room!
- ...❖ Do not leave your device in “standby mode”! That means pulling the plug out of the outlet if you don't have a multi-outlet power strip with a switch you can turn off. Devices still use power in “standby mode”.

## 12 | Energy-saving tips

If you are planning to purchase a new device or appliance, then you should pay attention to the energy class. New levels were introduced in March 2021



## SAVING ENERGY IN A RENTAL FLAT

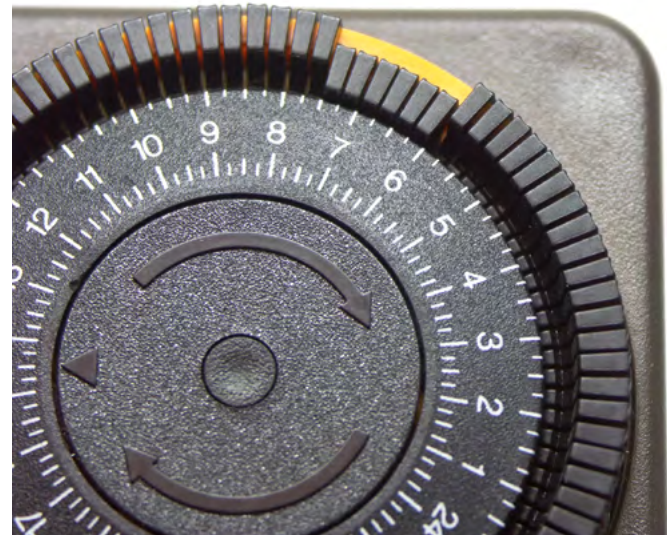


If you live in a rental flat, you often have no opportunity to renovate the flat to reduce the cost of your heating and warm water. But as a renter, you do have the option to change small things that can lower your energy bill:

...❖ If you can enough space between the radiator and the wall, you can insulate it using so-called “insulation plates”. These plates must be very well affixed so that no gaps occur. Please speak to your landlord about this in advance!

...❖ Seal window and doors using insulation tape and so-called brush seals.

Install a timer. That way you can automatically turn off your devices without having to think about.



# POWER CUT THREATENED – WHAT NOW?

When is the provider allowed to cut off your power?

If you don't pay your monthly bills or the balance payment from your annual bill, you will receive a warning. If you don't react to this and your unpaid balance is at least € 100, your energy provider will threaten to cut off your power and, at the same time, offer you an instalment plan to pay off your debt. Eight days before the cut off will take place, you will be notified again via a written notice.

...❖ **You have failed to pay at least € 100.**

...❖ **You receive notification of a cut off four weeks in advance.**



**ATTENTION:**

**The cut off and reinstatement cost money!**

...❖ **You will receive notification of the cut off by post eight working days in advance.**

...❖ **You have not yet responded to the agreement from the power supplier to prevent the cut off and made a suggestion for repayment.**



**You can the following options to prevent a cut off:**

- 1. Adjust your monthly payments in advance:** If you know that you use more energy, adjust your monthly payments early. That way, you can prevent high balance payments with your final annual bill. Your provider is happy to support you in calculating a suitable monthly payment.
- 2. Take advantage of opportunities to help yourself:** Get active and react to the letters from your provider. Can you pay the demands from your savings?
- 3. Contact your energy provider:** If a cut off has been threatened, your provider must offer an agreement to prevent it! You will be given the opportunity to pay off your power bill debt in instalments within a period of 6 to 18 months.
- 4. Apply for a loan:** You have the option of applying for a loan from your social services provider. You can find out how to go about this under “Loan for power bill debt”.
- 5. Take advantage of advice offers:** If you need more support, contact an advice office. You can find these under “Where can I receive more advice?”.



## **i** YOUR POWER HAS BEEN CUT OFF AND YOU DON'T KNOW WHAT TO DO?

Your first step is to call your energy provider. Explain your current financial situation and ask about options for reinstating service. If you cannot pay your power bill debt, look into whether you are eligible for an energy loan from the Job Centre/Social Services Agency. If you need more support and advice, there are various advice offices in the district of Ravensburg.





# LOAN FOR POWER BILL DEBT



If you have been threatened with having your power cut off due to power bill debt, you can apply for a loan from the Job Centre or Social Services Agency. The pre-requisites for this are:

- ...❖ **You have no money of your own which you could use.**
- ...❖ **You have no money of your own which you could use.**
- ...❖ **There are no other options for preventing the power supply from being cut off.**



## **IMPORTANT:**

**People in employment can also apply for a loan from the Social Services Agency. Whether you receive a loan depends on your concrete situation. The Job Centre/ Social Services Agency are not required to grant you a loan.**

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## WHERE CAN I APPLY FOR A LOAN?

If you receive benefits from the Job Centre in the district of Ravensburg:



### **Jobcenter Landkreis Ravensburg**

Sauterleutestraße 34  
88250 Weingarten  
Tel.: **0751 858000**



## WHERE CAN I APPLY FOR A LOAN?

If you live in the **city of Ravensburg** and **do not** receive benefits from the Job Centre:



### **Stadt Ravensburg - Bildung, Soziales und Sport Abteilung Sozialhilfe**

Seestraße 9  
88214 Ravensburg  
Tel.: **0751 82182**



### **Stadt Weingarten**

Kirchstraße 1  
88250 Weingarten  
Tel.: **07514050**  
Mail: [info@weingarten-online.de](mailto:info@weingarten-online.de)



## WHERE CAN I GET MORE ADVICE?



**Diakonisches Werk Oberschwaben Allgäu Bodensee**  
**Allgemeine Sozialberatung**  
Weinbergstraße 10  
88214 Ravensburg  
Tel.: **0751 95223120**



**Caritas Bodensee-Oberschwaben**  
**Allgemeine Sozialberatung**  
Seestraße 44  
88214 Ravensburg  
Tel.: **0751 362560**  
Mail: **asb-rv@caritas-bodensee-oberschwaben.de**



## WO ERHALTE ICH WEITERE BERATUNG



**Allgemeine Sozialberatung Bad Waldsee**  
Robert-Koch-Straße 52  
88339 Bad Waldsee  
Tel.: **07524 4011680**  
Mail: **asb-bw@caritas-bodensee-oberschwaben.de**



**Allgemeine Sozialberatung Leutkirch**  
Marienplatz 11  
88299 Leutkirch  
Tel.: **07561 90660**  
Mail: **asb-ltk@caritas-bodensee-oberschwaben.de**

The Allgemeine Sozialberatung (ASB) [General Social Advice] is a guide that supports you, for example, in financial crises and with questions related to applying for social benefits, etc. They will help you in emergency situations and work with you to find the causes and possible solutions for your crisis. The ASB also makes referrals to other specialist services.

## 20 | Power bill debt



### WHERE CAN I GET MORE ADVICE?



**Landkreis Ravensburg**  
**Schulden- und Insolvenzberatung**

Kreishaus II  
Gartenstraße 107  
88212 Ravensburg  
Tel.: **0751 853179, 853181 oder 853182**  
Mail: [schuldenberatung@rv.de](mailto:schuldenberatung@rv.de)



**Landkreis Ravensburg**  
**Schulden- und Insolvenzberatung**

Außenstelle Wangen  
Liebigstraße 1  
88239 Wangen i.A.  
Tel.: **07522 9963681**  
Mail: [schuldenberatung@rv.de](mailto:schuldenberatung@rv.de)

The Schuldenberatung (Debt Counselling) and Bürgerstiftung Kreis Ravensburg (Citizens' Foundation for the District of Ravensburg) have recently developed a programme for preventing power cut offs, especially for affected persons and families. For questions regarding this programme, please contact the offices listed above directly.





## BORROWING ENERGY MEASUREMENT DEVICES



**Fairkauf Weingarten  
Gebrauchtwarenkaufhaus**  
Waldseerstraße 4  
88250 Weingarten  
Tel.: **0751 7646314**



**Tafeln im Altkreis Wangen gGmbH  
Leutkircher Tafel**  
Isnyerstraße 5/1  
88299 Leutkirch



**Isnyer Tafel**  
Espantorstraße 17  
88316 Isny im Allgäu



## BORROWING ENERGY MEASUREMENT DEVICES



**Bad Wurzacher Tafel**  
Rosengarten 3  
88410 Bad Wurzach  
Tel.: **07522 7075118**



**Wangener Tafel**  
Buchweg 6  
88239 Wangen  
Tel.: **07522 7075597**

You can borrow measuring devices for measuring your energy consumption **free of charge**. With a consumption metre, you can find out what the biggest power hogs are in your home and where it would be worth buying a new appliance or device.





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