



**Verbraucherzentrale**  
Baden-Württemberg

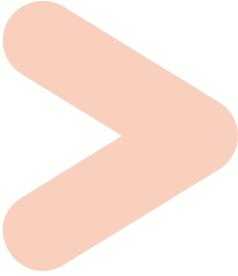
# Checklist: switching your energy supplier



**ENERGIE**  
BERATUNG



Explained  
in simple  
steps.



***The following steps will walk you through how to switch to a new energy and/or gas contract and terminate the old contract. Don't worry: your energy supply will not be cut off during the switch.***

**German law ensures your energy supply will never be cut off. This means switching to a new supplier is safe and easy.**

**One important thing to note before we start:**

If you use a storage heater, are on a dynamic time-of-use tariff or have a heat pump, you may not be able to switch. Please look into this further or contact us for advice.

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### **Look up information on your current energy contract**

**Find your latest annual statement and write down:**

- Your annual usage: \_\_\_\_\_
- The annual cost: \_\_\_\_\_
- Contract end date? \_\_\_\_\_
- Your contract termination deadline? \_\_\_\_\_



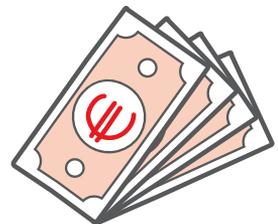
## 2

### Use price comparison websites

Visit a price comparison website (e.g. Verivox or Check24). Enter your postcode and annual usage. Then apply the following filters:

- Max. 12-month contract
- With a fixed tariff for 12 months
- With a 4-week notice period
- Deactivate/do not select “With referral deal”
- Deactivate “Only tariffs exclusively available via this comparison website”
- Deactivate “The comparison website’s recommendations”
- No dynamic tariffs

Supplier	Tariff name	Unit rate in euro cents per kWh	Annual standing charge	Annual cost
1.				
2.				
3.				
4.				



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### **Research the supplier online**

Have other customers had issues with them? If yes, it's better to choose a different supplier. Be mindful that cost is not the only important factor.

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### **Compare deals on the price comparison website and on the supplier's website**

If you find a new supplier via a price comparison website, visit the supplier's website. Compare the tariff's terms and conditions on all websites.

**Important:**

**Trust the information on the supplier's website over any other source.**



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### **Take out a contract with a new supplier**

Write to your new supplier via email, letter or text. You need to accept the new contract in writing. You also need to give your new supplier permission for them to terminate your current contract. Your new supplier will then do all the work for you.

#### **Exception:**

#### **If you are expected to terminate your old contract yourself**

Is your contract about to expire? You can terminate it yourself. By doing so, you can be sure your old supplier receives the notice of termination in good time. Inform your new supplier that you have terminated the old contract.

#### **Has your supplier announced a price increase?**

In this case, you need to terminate the contract yourself. The termination must be submitted to your supplier before the increase comes into effect. Let your new supplier know you've terminated your old contract. You must terminate it in writing. You can send your old supplier an email, a letter or a text. We recommend sending this termination in the post using a recorded delivery service. This will give you proof that your supplier has received your letter. Most online contracts have a "Terminate" button. A signature is not required here. Your old supplier must confirm the termination in writing within one week of receiving your notice.



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## **Submit a meter reading**

**Read the meter on the day you switch suppliers.**

**Take a picture of the meter with the current reading.**

**Submit the meter reading to:**

- Your old supplier
- Your new supplier
- Your network operator

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## **Read the contract**

**The contract will be sent to you. Is all the information correct?**

**Check:**

- The unit price, standing charge and any referral deal
- The supply start date
- The contract/tariff end date(s)
- Have your payments been billed correctly?
- The meter number

### **Note: cancelling the new contract**

If you notice a mistake in the new contract or you decide you do not want to take out the contract for a different reason, you can cancel it. If the contract was taken out online, via post or via text, you have 14 days in which to cancel it. You can use the sample termination form in the contract to do this. Inform your new supplier that you no longer want the contract. You can do this via email, letter or text. We recommend sending your cancellation notice to the supplier in writing using a recorded delivery service.



## Important

A termination only comes into effect at the end of the contractual period. Cancellation is not the same as termination.

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## File your contract for your records

**If everything in the contract is correct, well done!**

You now have a new energy contract, which will help you to save money. File the contract in a safe place, for example in a folder with all your other important documents. This will ensure you have all the information ready when you need it.

### **Good to know:**

If a switch does not work out, the default supplier in your local area will automatically step in. If this happens, please contact your default supplier as soon as possible to discuss the next steps. During this time, we recommend you take photos of your latest meter readings on a regular basis – in case you need it as evidence.

You usually need to give your default supplier two weeks' notice if you plan to switch to another supplier. So if something doesn't work out, you can still promptly switch to another supplier.





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