



MAX WILL STOP BY –
and modify the gas devices in
your home.

**The type of natural gas delivered in Northwestern
Germany will change in the near future:**

The supply of L-Gas (also known as “low gas” because of its low energy content) is reaching its limits and will thus be replaced by H-Gas (“high energy”) to ensure the availability of ample natural gas well into the future.

**In the regions served by Westfalen Weser Netz
this means that:**

Max will be visiting you soon! We are sending Max and his colleagues out on the road to adjust your heating systems, kitchen stoves and any other gas appliances so that they will be ready for the upcoming gas conversion. For safety reasons, your current gas devices cannot be operated with the new H-Gas. Appliances and devices must be modified by our professional technicians so that you can rely on a safe supply of natural gas in the future.

In Germany these modification and conversion services are being performed by energy suppliers and distributors in compliance with the Energy Economy Law (Energiewirtschaftsgesetz – EnWG). No matter which energy company supplies you with natural gas, we at Westfalen Weser Netz are responsible for the gas conversion for end customers and will inform you about all of the required steps.



CONTACT US –
we will be happy to answer
your questions!

The information portal about natural gas conversion contains details about the gas distribution network in Eastern Westphalia and Southern Lower Saxony, along with a description of the conversion process and a list of typical questions and answers.

**www.ww-netz.com/erdgasumstellung or
<https://erdgas-umstellung.de>**

For more information – about the conversion, costs and refunds, the legitimacy of service technicians, etc. – please feel free to contact us via the dedicated hotline.

Hotline: T 08 00 - 55 33 22 1

E-Mail-Adresse: wwn-umstellung@regiocom.com

NATURAL GAS CONVERSION



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The network
for the future.





WORTH KNOWING – important points in brief.

- The modification of devices is performed free of charge.
- The date for converting your gas appliances will be announced in advance and you will be informed by mail.
- You will receive the exact date in writing at least two or three weeks ahead of the scheduled service appointment.
- Please plan ahead – the technicians need at least one hour to complete the work.
- If you are not able available on the day of the service call, please be sure to arrange for a new service appointment.
- **Important:** For safety reasons, your current gas devices cannot be operated with the new H-Gas. Appliances and devices must be modified by our professional technicians so that you can rely on a safe supply of natural gas in the future.



THE NATURAL GAS CONVERSION PROCESS – three steps for energy security.

All appliances that use natural gas – such as heating systems and cooking stoves – must be modified for use with the new H-Gas: About 100,000 devices need to be converted in our distribution network alone.

The natural gas conversion will take place in three steps:

1. Device survey

Our technicians will visit you and register the types of devices you have according to manufacturer, serial number, etc. This is done so that the right parts can be ordered for your devices. Your assistance will be greatly appreciated!

2. Device conversion

Max and his colleagues will make all of the device modifications needed so that you will be ready for the new H-Gas. In their current state, your devices are not suited for use with H-Gas – and in the worst-case scenario, this could pose serious safety risks in your household. However, with professional modification and replacement of key parts (such as gas jets), your devices will be ready for the new natural gas.

3. Quality control

For quality control purposes, every tenth gas device will be inspected and audited to make sure that all work has been completed as required.

It is very important that you allow service technicians access to every one of your natural gas devices. Please make sure that the space around your devices is uncluttered and accessible so that technicians can register your devices and then perform the conversion quickly and without hassles at a later date.



NOT EVERY TECHNICIAN IS LIKE OUR MAX – so beware of fraudsters.

- The survey, conversion modifications and quality control will be carried out exclusively by professional service companies working under contract with Westfalen Weser Netz.
- The service technicians will verify their legitimacy with photo identity cards issued by Westfalen Weser.
- The letter informing you of the service appointment will include a job order number which is known only to you and the service technician. The technicians can give you the number upon request as further proof of legitimacy.
- No service technicians will visit you if an appointment has not been made and communicated to you in advance.
- If you have any doubts, you can verify the identity of a service technician by calling our telephone hotline: 0800-5533221

Unfortunately, fraudsters often try to take advantage of such major projects. In some regions of Germany, fraudsters have recently posed as service technicians entrusted with the natural gas conversion – they assumed false identities as employees of network or service companies. These fraudsters usually try to gain access to households, or they may even attempt to lure consumers to dubious Internet sites via bogus e-mail messages.

When the day of your service appointment arrives, only allow those individuals into your home who can prove their identity with a photo ID card and by giving you the correct job order number upon request.