

What you need to know about the winter support payment now

You will not need to pay for gas or heat in December. As part of its winter support scheme, the German government will make a one-off payment directly to EWE for you.

The winter support payment consists of two steps:

What you need to do now

Step 1: You will not have to pay your monthly gas bill in December. Please consider how you pay your bill.

Do you pay by SEPA Direct Debit?

Great, you **do not need to do anything**. We will not collect a payment for gas or heat from your account in December.

Do you pay by bank transfer or standing order?

If so, you will **need to take action**. Please **pause** the payment for your gas and heat bill in December.

Step 2: The German government will cover 1/12 of what you consume annually. The actual winter support payment will be shown on your upcoming bill.

Your winter support payment – a sample calculation for gas



In most cases, the amount you pay each month will not match your actual monthly energy costs, so you will certainly be aware that your bill might show you to be in credit or debit. This means that your actual winter support payment might ultimately be higher or lower than your suspended monthly payment. You will see the exact amount on your upcoming bill.

You might be wondering why the legislators did not simply take your individual monthly instalment. The answer is simple: because customers are free to change it. The goal of this formula is to offer everyone support based on their consumption.

Stay informed

We publish the latest information about the planned energy support schemes round the clock at www.ewe.de/gasversorgung-aktuell

Working together to drive the energy revolution

The energy market has never found itself in such a turbulent or unpredictable situation before, so it is more important than ever that we use our energy responsibly. As a company, we are driving the energy revolution and are happy to help with useful advice and energy solutions. All you have to do is get in touch with us about it. We are happy to help.