

citiwerke – eine Marke der Thüga Energie GmbH · Postfach 7 65 · 78207 Singen

Herr
Max Muster
Musterstr. 1
01234 Musterstadt

1 Ihre Ansprechpartner erreichen Sie telefonisch oder per E-Mail unter:
Telefon: 0800 799 55 999
E-Mail: onlineservice@citiwerke.de

2 Vertragskonto-Nr.: 20012345
Rechnungs-Nr.: 200123456789
Rechnungsdatum: 30.09.2015

3 Verbrauchsstelle:
Max Muster
Musterstr. 1
01234 Musterstadt

4 Ihr Guthaben für den Verbrauchszeitraum vom 01.10.2014 bis 30.09.2015

Seite: 1 (5)

Sehr geehrter Herr Muster,

vielen Dank für Ihr Vertrauen. Auf Basis Ihres Energieverbrauchs haben wir Ihre Abrechnung erstellt. Einzelheiten der Berechnung entnehmen Sie bitte den Folgeseiten.

Produkt (aktuell)	Vorjahresverbrauch	Aktueller Verbrauch	Betrag
5 Online citigas12	10.586 kWh (365 Tage)	11.542 kWh (366 Tage)	833,67 EUR
7 Rechnungsbetrag			833,67 EUR
8 abzüglich Ihrer geleisteten Abschlagszahlungen			1.100,00 EUR
9 Ihr Guthaben			266,33 EUR
10 Ihr künftiger Abschlag beträgt			82,00 EUR
Ihr bisheriger Abschlag betrug			100,00 EUR

01.10.2014 bis 30.09.2015	01.11.2015	01.12.2015	01.01.2016	01.02.2016	01.03.2016	01.04.2016	01.05.2016	01.06.2016	01.07.2016	01.08.2016	01.09.2016	Neue Rechnung
Aktuelle Rechnung	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	Abschlag 82,00 €	
2015			2016									

Das Guthaben wird auf folgendes Konto überwiesen. Die zukünftigen Abschläge ziehen wir ebenfalls von folgendem Konto ein:

12 IBAN: DE12345678900001234567
BIC: XXAABBCCDDE
Bank: Musterbank

Mandatsreferenznummer: 1234500000987654
Gläubiger ID-Nr.: DE12XXX00000123456

Fällt der Belastungstermin auf ein Wochenende oder einen Feiertag, verschiebt sich dieser auf den nächsten Bankarbeitstag. Wir bitten Sie für ausreichende Kontodeckung zu sorgen.

Mit freundlichen Grüßen

Ihre citiwerke – eine Marke der
Thüga Energie GmbH

General Information about the Invoice Structure (Page 1 and 2)

- 1 Ansprechpartner (Contact person)**

Our contact data: You can conveniently reach us by telephone or email.
- 2 Vertragskontonummer (Contract account number)**

Each customer has his/her own contract account number. Please include this number in all correspondence, telephone calls and wire transfers to allow us to handle your concerns as expediently as possible.
- 3 Verbrauchsstelle (Consumption point)**

The consumption point is the address to which we deliver the gas. In most cases, this will be your flat or your house. The address of the consumption point may be different from your invoice address. For example, this may be the case if you are a landlord and you receive the gas bill for the flat you are letting.
- 4 Verbrauchszeitraum (Consumption period)**

You will receive an invoice for the amount of gas you used during this period. Generally, this invoice covers a period of 12 months. This is the time period between the previous and the most recent reading.
- 5 Ihr Produkt (Your product)**

Here, you can see the product you have currently selected. If you changed your product in the course of the consumption period, you will find your previous product in the invoice data on page 3.
- 6 Ihr persönlicher Energiebedarf (Your personal energy demand)**

Your energy consumption from this invoice is compared to the consumption of the previous year. Thus, you can see at a glance how much more or less energy you used.
- 7 Rechnungsbetrag (Invoice amount)**

The gross price of the amount of gas you used. This consists of the base price, the usage-based working price and the value added tax. The detailed breakdown of this calculation is shown on page 3 in the invoice data.
- 8 Geleistete Abschlagszahlungen (Advance payments rendered)**

This is the sum of the monthly advance payments you have made during the consumption period. These will be subtracted from the invoice amount.
- 9 Guthaben / zu zahlender Restbetrag (Credit / remaining balance due)**

We will reimburse you for the amount of credit if the sum of the advance payments rendered exceeds the invoice amount. For this purpose, please send us your banking details, if you have not done so already. Otherwise, we will apply your credit to the next request for advance payment, at the latest. If the invoice amount is higher than the advance payments rendered, the remaining balance must be remitted to us. You can conveniently do this via SEPA direct debit mandate, wire transfer or cash deposit (at your bank).
- 10 Ihr künftiger Abschlagsbetrag (Your future advance payment)**

Your advance payment for the coming consumption year was determined on the basis of your personal energy demand as well as the currently applicable prices. If no annual usage information is available yet, the calculation of your advance payment is based on your grid operator's usage prognosis.
Please note that citiwerke requests 11 advance payments per year and generates the annual invoice in the 12th month. If we requested an advance payment in the 12th month, there either would be 2 requests during that month (one request for advance payment and one annual invoice request), or one request for advance payment and one reimbursement from the annual bill.
- 11 Fälligkeitstermine (Due dates)**

The included timeline shows the monthly due dates and the amount of the advance payments at a glance. You can conveniently make payments via SEPA direct debit mandate, wire transfer or cash deposit (at your bank).
- 12 Zahlungsmodalitäten (Payment arrangements)**

Here, you will find your current payment method.
- 13 Bankverbindung der Thüga Energie GmbH (Banking details for the Thüga Energie GmbH)**

This shows our banking information. If you did not authorise a SEPA direct debit mandate, you can use this to make your payments.

Erdgas: Vertrag 30003040 Zählpunkt: DE7001017825600000100000000043678
Codenummer (Netzbetreiber): 9870111100002

Netzbetreiber: Thüga Energienetze GmbH, Bahnhofstr. 104, 67105 Schifferstadt

Verbrauchsdaten vom 01.10.2014 bis 30.09.2015					15	16	17	18	
Zähler	Stand alt ³	Art ¹	Stand neu ³	Art ¹	bis	Differenz ³	Z-Zahl ²	Brennwert =	Verbrauch
13812	2.455	S	3.578	A	30.09.2015	1.123	0,9187	11,187	11.542 kWh
Gesamtverbrauch									11.542 kWh

Erläuterungen

- ¹ A = Ablesung K = Kundenablesung S = Schätzung H = Hochrechnung
- ² Zustandszahl (Z-Zahl) x Brennwert = Umrechnungsfaktor für thermische Gasabrechnung von m³ in kWh.
- ³ Stand alt, Stand neu und Differenz beziehen sich auf Gaswerte in Betriebsvolumen (m³b).

19 Abrechnungsdaten

20 Produkt: Online citigas12

Verbrauch	01.10.2014–30.09.2015	11.542 kWh	x 5,0300 ct/kWh	=	580,56 EUR
Grundpreis fest	01.10.2014–30.09.2015 =	365 Tage	120,0000 EUR/Jahr	=	120,00 EUR
Nettorechnungsbetrag					700,56 EUR
Umsatzsteuer	19 %	von 700,56 EUR			133,11 EUR
Bruttorechnungsbetrag					833,67 EUR

Der oben genannte Bruttorechnungsbetrag enthält 208,75 EUR für den Netzzugang, 11,60 EUR entfallen davon auf den Messstellenbetrieb, 2,43 EUR auf die Messung und 25,39 EUR auf die Konzessionsabgabe.

21 Zahldaten

	Nettobetrag	USt	Umsatzsteuer	Bruttobetrag
gemäß o. g. Abrechnungsdaten	700,56 EUR	19,00 %	133,11 EUR	833,67 EUR
abzügl. geleistete Abschlagszahlungen	-924,33 EUR	19,00 %	-175,67 EUR	-1.100,00 EUR
Ihr Guthaben	-223,77 EUR		-42,56 EUR	-266,33 EUR

22 Ihr künftiger Abschlagsbetrag Erdgas

	Nettobetrag	USt	Umsatzsteuer	Bruttobetrag
	68,91 EUR	19,00 %	13,09 EUR	82,00 EUR

23 Vertragsdaten

Produktname	Online citigas12
Vertragsdauer	30.09.2015
Laufzeitverlängerung	Verlängerung um 12 Monate
Kündigungsfrist	6 Wochen zum Laufzeitende

24 Vergleichsverbrauch

	Zeitraum	Verbrauch
	von bis	
Vorjahresverbrauch	01.10.2013–30.09.2014 (365 Tage)	10.586 kWh
Aktueller Verbrauch	01.10.2014–30.09.2015 (366 Tage)	11.542 kWh

How is the invoice amount calculated? (Page 3)

Abschnitt 1 Ermittlung des Gasverbrauchs in kWh (Section 1 Determination of the gas consumption in kWh)

14 Zählerstand Gaszähler (Meter reading Gas meter)

Here, you can find the invoiced meter readings during the consumption period. The meter readings can be obtained by various means:

- Reading by a meter-reading company (A)
- Reading by the customer (K)
- Determination through statistical methods (S) / (H)

15 Differenz/Gasverbrauch (Difference/gas consumption)

Meter reading new - meter reading old = your gas consumption (difference)

This is measured in cubic metres.

16 Zustandszahl (Z-Zahl) (Conversion factor (C factor))

The conversion factor takes into account the delivery pressure, the temperature and the air pressure for the consumption point – the so-called operating state – in relation to the standard state. In order to determine your invoice amount, the operating state is converted to the standard state by means of the conversion factor (C factor). The C factor for your region is provided to us by your grid operator.

17 Brennwert (Calorific value)

The calorific value is the energy content of one cubic metre of natural gas in the standard state. Since natural gas is a product of nature, the calorific value is subject to minor fluctuations. The calorific value for your region is provided to us by your grid operator.

18 Gasverbrauch in kWh (Gas consumption in kWh)

Your gas consumption in kilowatt hours is determined by multiplying your gas consumption in cubic metres with the C factor and the calorific value.

Abschnitt 2 Ermittlung Ihres Rechnungsbetrags (Section 2 Determination of your invoice amount)

19 Abrechnungsdaten (Invoicing data)

If during the invoicing period there are changes to your product, the price of your product or the statutory fees, such as value added tax, the invoicing period is divided into different periods. The gas consumption for each period is calculated on the basis of your meter readings or it is delimited by us. Your consumption in kWh is multiplied with the respective working price (net). The base price is pro-rated for the days of the invoicing period. Your invoice amount is determined by adding the base price, the consumption price and the respective value added tax.

Produkt (Product)

20 Here, you can see all of the products you selected during the consumption period in chronological order.

Abschnitt 3 Ermittlung Ihres Guthabens bzw. zu zahlenden Restbetrag (Section 3 Determination of your credit or the remaining balance due, respectively)

21 Zahldaten (Payment data)

Here, the advance payments rendered are subtracted from the invoice amount. We will reimburse you for the amount of credit if the sum of the advance payments rendered exceeds the invoice amount. For this purpose, please send us your banking details, if you have not done so already. Otherwise, we will apply your credit to the next request for advance payment, at the latest. If the invoice amount is higher than the advance payments rendered, the remaining balance must be remitted to us. You can conveniently do this via SEPA direct debit mandate, wire transfer or cash deposit (at your bank).

Abschnitt 4 Ermittlung Ihres künftigen Abschlagsbetrages (Section 4 Determination of your future advance payment)

22 Künftiger Abschlagsbetrag (Your future advance payment)

Your advance payment for the coming consumption year was determined on the basis of your personal energy demand as well as the currently applicable prices. If no annual usage information is available yet, the calculation of your advance payment is based on your grid operator's usage prognosis.

Abschnitt 5 Ihre Vertragsdaten (Section 5 Your contract data)

23 Vertragsdaten (Contract data)

Here, you will find important information about your current product.

Abschnitt 6 Ihr persönlicher Energiebedarf (Section 6 Your personal energy demand)

24 Vergleichsverbrauch (Comparative consumption)

Your energy consumption from this invoice is compared to the consumption of the previous year. Thus, you can see at a glance how much more or less energy you used.