

**Pfalzwerke AG - Electricity (and certain type of heat)
Pfalzgas GmbH - Gas**

What You Need to Know!

How to Reach Pfalzwerke and Pfalzgas:

Email: customerservice@pfalzwerke.de
Telephone: 0621 57057 2535

Hours of Operation:
Mon-Fri from 8:00 to 16:00

Note: Please always have your account number (Vertragskonto Nummer) handy!

Registration / Moving In

Please fill out the customer change form with your contact information, meter number and meter readings and send to us via email. Please allow 2 – 3 weeks for generation of welcome letter. The welcome letter will be sent via postal office.

**Ensure your name is on your mailbox. No name on the mailbox will delay the delivery of the Welcome Letter.*

Cancelling of Services / Moving Out

The customer sends a picture of his meter and/or the completed customer change form by email to the above mentioned address.

The final bill will be emailed to the customer with copy to the VAT office, within 2 days of notice receipt.

After receipt of the final invoice, the customer must pay the outstanding amount due to Pfalzwerke / Pfalzgas at a local bank. To finalize the UTAP account termination the following must be provided:

Proof of payment (a bank-stamped receipt), a copy of the final bill, forwarding orders, and the completed termination paperwork provided by your respective UTAP office. Please note that online payments are not acceptable as proof of payment.

Credit will be paid either by check or credited to the customer's bank account within a week. The customer's bank account should therefore remain active for 4 weeks after cancellation of services.

Annual Bill / Payments

The annual bill will be generated on 31st March.

You will receive a request by means of a letter via postal office from Pfalzwerke and Pfalzgas 10-14 days before March 31st to forward your electricity and gas meter readings. The meter readings are read without the decimal place. Only heat / district heat meters must be read with three decimal places.

As soon as the meter readings are received, the customer will receive their annual bill within approximately 14 business days.

If the meter reading is not provided to us by the end of April, the annual bill will be based on estimated consumption!
Attention: This will result in inaccurate invoices, therefore, please review your invoicing carefully and notify us if major deviations exist.