

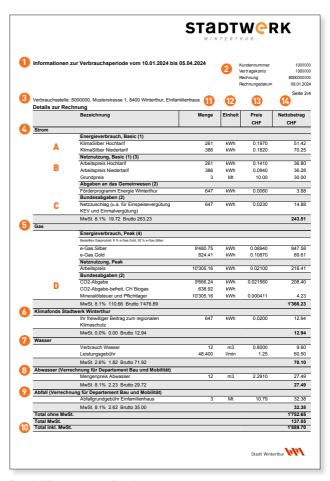
Your bill explained Notifications and ways to pay



# Your bill - plain and simple.

Your bill contains not only a summary sheet listing the total costs of your energy and water consumption as well as the services and the charges. On the back you will find valuable tips on tariff times, emergency service and moving house.

You should always quote your personal **customer number** when contacting us about your energy bill (by phone, online form, e-mail or in writing).



Sample bill: no guarantee for prices.

#### **Details zum Verbrauch**







	Zähler	Messpunkt	Einh.	Verbrauch
Strom Hochtarif Strom Niedertarif	2000000	CH101860123450000000000000000000001	kWh	261.000 386.000
Gas	100000000	CH70001812345000000000000000000001	m3	964.000
Wasser	200000000	CH80001812345000000000000000000001	m3	12

#### Klimafonds Stadtwerk Winterthur

Vielen Dank für Ihren Beitrag zum Klimafonds Stadtwerk Winterthur. Damit unterstützen Sie Projekte zum Klimaschutz (CO2-Reduktion), zur Steigerung der Energieeffizienz sowie zur Förderung erneuerbarer Energien in Winterthur und Region.

- Consumption period
- Customer number
- O Point of consumption

The point of consumption refers to the place where energy and water were consumed and any services were used. The address of the point of consumption may be different from the billing address.

- 6 Electricity
- A The energy consumption is charged per kilowatt hour (kWh) purchased. Depending on the type of meter, you are charged for electricity at a single or dual rate. Under a dual rate, you will be charged either a high or a low rate depending on the time of day and the day of the week. «Basic» is the name given to the customer group that forms the basis for the electricity rate. You can change your electricity product at any time by phone or online. You will receive your electricity at either the single or double tariff depending on the installation (high tariff or low tariff depending in the time of day).
- B Grid usage covers the costs of transporting electricity from the production plant to your home, the operation and maintenance of the electricity grid in Winterthur and billing. Grid usage includes a contribution to the national grid company, whose responsibilities include ensuring that electricity consumption and production remain at equilibrium. The network access price consists of a fixed basic charge and a

- price element depending on your consumption, i.e. the demand charge. The variable price element is billed for each kWh.
- **C** Two duties are calculated based on the individual electricity consumption:
  - the duties to the local authorities for financing the Winterthur Energy Funding Programme;
  - and the network surcharge which is a tool of the Federal Government to support electric power from renewable sources.

# 6 Natural gas

The gas consumption is charged for each kWh used. «Basic» or «Peak» is the name given to the customer group that forms the basis for the gas rate. Under the «ordered gas product» heading you will see the gas product you have opted for. The rate is calculated from individual product prices and any share of **©**-Gas.Gold you have ordered. You can change your gas product at any time by phone or online.

- D The taxes and duties per kilowatt hour of gas consumption are regulated by federal law. Biogas from Switzerland is exempt from the CO<sub>2</sub> duty.
- 6 Klimafonds Stadtwerk Winterthur

If you support the Klimafonds Stadtwerk Winterthur a voluntary contribution of 2 Rappen per kilowatt-hour of electricity used will be shown here.



#### CO2-Fussabdruck Ihres Stromverbrauchs

Auch erneuerbarer Strom verursacht  $\mathrm{CO_2}$ -Emissionen. Diese Angaben zeigen den Fussabdruck Ihres Stromverbrauches in Gramm  $\mathrm{CO_2}$  (g  $\mathrm{CO_2}$ -eq). Mehr zu den Stromprodukten, die die Energie- und Klimaziele Winterthurs unterstützen, auf stadtwerk winterthur.ch/ strom

	Menge	CO <sub>2</sub> -Fussabdruck	CO <sub>2</sub> -Emissionen
Stromverbrauch	647 kWh	6.90 g CO <sub>2</sub> -eq/kWh	4'464.30 g CO <sub>2</sub> -eq

# Water

The consumption charge is the price per cubic metre (m³) of water used. This is billed on a quarterly basis. The service charge is calculated on the basis of the number and kind of connected consumers (e.g. sink, WC, etc.) and is charged in (l/min/yr) on a quarterly basis. The building charge is levied once a year together with the sewage charge and charged to the property owner.

# Sewerage

The **sewage charges** consist of a basic charge and quantity price. Both are charged by Stadtwerk Winterthur on behalf of the municipal civil engineering department. The basic charge is collected annually in autumn. For further information please visit: tiefbauamt.winterthur.ch.

## Rubbish

The **basic waste fee** covers the costs of infrastructure, green waste collection, waste paper collection, collection points, etc. Stadtwerk Winterthur charges the fee on behalf of the Department of Building and Mobility. If you have any questions on this please contact: municipal building department, "Abfalltelefon" 052 267 68 68 or abfall@win.ch

- **10** Total including VAT
- Quantity
- Unit
- Price in CHF
- Met amount CHF
- (b) Meter

The meter measures the energy or water consumption. Each meter has its own number, which is written on the meter.

# 10 Point of measurement

The point of measurement is an internationally valid designation for each product measured. It indicates the location where electricity, gas or water is obtained. The point of measurement remains the same even if the meter or customer changes.

# Consumption

Consumption indicates how much energy and/or water has been used in the time period being measured.

# Carbon footprint of your electricity consumption

Here you will find information on how much  $\mathrm{CO}_2$  your electricity consumption generates. The emissions depend on which electricity product you have purchased. The carbon footprint is expressed in grams of  $\mathrm{CO}_2$  equivalents (g  $\mathrm{CO}_2$ -eq). This unit of measurement standardises the climate impact of different greenhouse gases.

# Ways to pay

Stadtwerk Winterthur lets you pay your energy bill in three different ways:

- Payment on account
- E-mail invoice
- Electronic bill (E-Rechnung)

# Payment on account

You will receive a bill printed on paper in the post and can then pay this within the payment period shown on the bill by a payment order at the post office or a bank. Unless you explicitly request a different method of payment you will be sent your bill in this way.

## E-mail invoice

Order your energy bill to your e-mail inbox. This allows you to control the bill online, save it or forward it. You also save paper.

## Electronic bill (E-Rechnung)

To pay by e-billing, you will need to log in at least once to your bank's e-banking system or through your PostFinance account. This will allow your bill to be delivered electronically and will save paper. Check the e-bill on your electronic platform (e-banking) and approve it for payment. You will find more information at e-bill.ch

# Direct debit system (LSV)

Your energy bills are always paid on time if Postfinance's "Debit Direct" or the direct debit system of the Swiss banks are used. Your account is debited automatically on the day the invoice is due for payment. If you want to receive your invoice by email, you will also save paper.

Designation	Delivery	Payment	
E-mail billing	Electronically by e-mail	Online banking, payment order, direct debit	
E-billing	Electronically on the online banking portal	Direct approval on the online banking portal	
Paper billing	Post	Direct debit, post/cashier's window, online banking, payment order	



Rates are set by the political authorities of Winterthur. The provisions of the relevant regulations and decrees shall apply.

You will find this explanation of your bill at

# stadtwerk.winterthur.ch/rechnung

in the following languages:

German

Italian

French

English

Spanish

Portuguese

Albanian

Turkish

Serbian

# Any questions? We are here to help:

Stadtwerk Winterthur Customer Service Untere Schöntalstrasse 12 8406 Winterthur

Postal address: Stadtwerk Winterthur 8403 Winterthur Phone 052 267 22 22 stadtwerk.kundendienst@win.ch stadtwerk.winterthur.ch