

## Customer support.

### Contact us

Do you have any questions? We're here for you.

### Energiezentrum Kiel

Holstenstraße 66 / 24103 Kiel  
Monday, Tuesday 8:00 am to 4:00 pm  
Wednesday, Friday 8:00 am to 1:00 pm  
Thursday 8:00 am to 6:00 pm

Online appointment:

[www.stadtwerke-kiel.de/energiezentrum](http://www.stadtwerke-kiel.de/energiezentrum)

### Energiezentrum Preetz

Markt 12 / 24211 Preetz  
Tuesday, Wednesday, Friday 8:00 am to 1:00 pm  
Tuesday 2:00 pm to 4:00 pm

### Service-Nummer

0800 2471 247 (free of charge)  
Monday to Friday 8:00 am to 8:00 pm

### Email

[email@stadtwerke-kiel.de](mailto:email@stadtwerke-kiel.de)

### Online

[www.stadtwerke-kiel.de](http://www.stadtwerke-kiel.de)

Updated 01/12/2019

»Just pay  
in cash.«

**B** Barzahlen



Barzahlen / Our new method of payment

Stadtwerke Kiel  
Deine Energie ist hier.



**Kira Ludwig** / Makes use of the practical service Barzahlen offers.

## »Everything's easier with Barzahlen.«

**Greater convenience with our new method of payment.** You can comfortably pay your outstanding energy bill in cash at about 10,000 retail stores throughout Germany. Benefit from the generous opening hours of the retail partner stores and conveniently pay after work and even at the weekend.

**Please notice:** It's not possible to pay out credit, as this would require bank details.

## »It's that easy.«

**How does Barzahlen work?** Have the barcode of your pay slip scanned at the checkout of your nearest Barzahlen partner store. After you have paid the amount stated on the pay slip, your bill is settled. We will be informed automatically as soon as you pay your invoice. The cash voucher is also regarded as confirmation of payment.

**How to get a pay slip**

- In person at one of our Energiezentren
- By requesting it via email or text message (no printout needed)
- As a registered cash payer together with your invoice
- In the case of delayed payment along with the reminder

**How much does this service cost?** For using this payment service, we will charge you 1.8% of the gross amount invoiced on the pay slip (€1.95 minimum , €9.90 maximum).

**Where to take advantage of Barzahlen**



Find your closest available Barzahlen store at [www.barzahlen.de/en/partners](http://www.barzahlen.de/en/partners)

**Barzahlen is TÜV certified and your data is secure.** Your address is only transmitted to Barzahlen in order to let you know where the nearest partner store is located.

The retail partners don't have access to your customer data nor to your contractual relationships. Your data is not passed on; the retail partners can't see if you pay an invoice or a reminder.