

PLANNING TO MOVE?

Then get your energy contracts
in order beforehand!



From June 2025, **registrations and cancellations** will only be possible in the future. That's why it's essential to get in touch with us **now, before you move!**

WHAT'S CHANGING IN 2025?

In summer, new legal requirements come into effect:

The Bundesnetzagentur (Federal Network Agency) has decided that the process of changing energy suppliers should be accelerated for the customer. This means that moving in or out of a property can no longer be reported retroactively. From June 2025 onwards, signing up for or cancelling an energy contract must be done before you move.

What does this mean for you?

- Registrations, cancellations or changes of address must strictly be done before any move.
- Please give us plenty of notice, because otherwise we will not be able to ensure that the registration or cancellation is done on time. If you report your move or your cancellation too late, you will be liable to continue paying until the final cancellation date. In certain circumstances, you may even be charged for the energy usage of the next tenant.

Our tip:

To ensure that everything runs smoothly, please inform us as early as possible, and preferably no later than 14 days before you hand over your keys.





YOUR MOVE IN SIMPLE STEPS

For Stadtwerke Kiel customers, the following applies:

1.

Report your move with plenty of notice

If you are already a customer, moving in or out of a property can be conveniently reported via your online account. New customers can order energy with ease via our online ordering process – both can be found at stadtwerke-kiel.de. For online enquiries, please note the minimum processing period of three full business days.

2.

After handover of the keys

Inform us of the current meter readings at the time of your move in both your old and new apartments. We will then be able to provide you with an accurate bill for your energy usage.

You will need your meter number to report your move.

When ordering energy for your new apartment, you will require the meter numbers for electricity, and possibly also for gas, water and heat, in order to register. Please find out what you need to know about this from your landlord or the previous tenant before your move.

GET IN TOUCH WITH US

We are here for you.



Do you have questions about your move?
You can find answers online at
stadtwerke-kiel.de/umzug

Our products for you:

We offer a reliable and uncomplicated energy supply, tailored to your individual needs. Whether it's electricity or gas, we ensure transparent tariffs, first-class service and user friendliness. Our online portal gives you the convenience and flexibility to manage your affairs whenever – and from wherever – you like.

Place your trust in us, so that you can concentrate on what really matters – your new home!



You can find more information about our tariffs at:
stadtwerke-kiel.de/produktseite-strom-gas

As at 01/05/2025