

## IN CASE OF EMERGENCY

### CALL US IF THERE IS

- A smell of gas
- A powerfailure
- A water supply interruption
- Other technical problems relating to electricity, natural gas, water and long-distance heating

Our repair service can be contacted day and night at the phone numbers:

0611 780 – 2201  
or 0611 145 – 3201

## AT A GLANCE

### ENERGIE DIREKT CENTER

(Product consulting, signing up for/termination of services and change of address)

phone 0611 780 – 2275

### ESWE SERVICE CENTER

(Payment issues, signing up for/termination of services and change of address)

phone 0800 780 – 2200

### ESWE REPAIR SERVICE

phone 0611 780 – 2201  
or 0611 145 – 3201

[www.eswe-versorgung.de](http://www.eswe-versorgung.de)

Edition 01/09



# SERVICE and INFORMATION

**ESWE**  
VERSORGUNG

Darauf können Sie sich verlassen

# ENERGIE direkt CENTER

## CUSTOMER SERVICE:

- Signing up for/termination of services and change of address for electricity, natural gas, water and long-distance heating
- Questions relating to consumption statements
- Tariff advisory service
- Notifications of change
  
- Heating with natural gas
- Water heating with gas, electricity and solar power
- Photovoltaic plants
- Vehicles run on natural gas
- Energy pass

## EXCLUSIVE SERVICE FOR ESWE "COMFORT" ELECTRICITY CUSTOMERS:

- Computer-aided energy consulting service with consumption analysis
- Consulting service for the purchase of large domestic appliances
- Consulting service for heating systems, ventilation, air conditioning
- Hiring out of electricity meters

## YOU CAN REACH US BY PHONE OR COME AND SEE US:

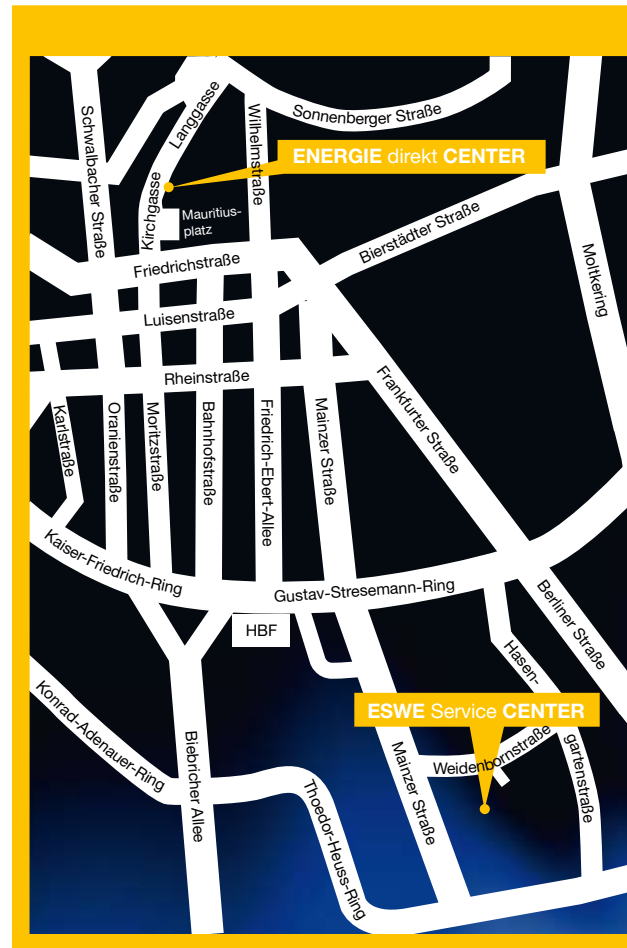
ENERGIE direkt CENTER  
Kirchgasse 49  
65183 Wiesbaden

Open from:  
Monday – Friday 9 a.m. – 6 p.m.  
Saturday 9 a.m. – 4 p.m.

phone 0611 780 – 2275  
fax 0611 780 – 2352

email: [tarifkundenbetreuung@eswe.com](mailto:tarifkundenbetreuung@eswe.com)

## HOW TO FIND US



Our ENERGIE direkt CENTER in Kirchgasse 49 is close to the Mauritusplatz.

You can reach the ESWE Service CENTER in Weidenbornstraße using the bus services 3, 6, 33 from the Hauptbahnhof/ Bus platform A. Get off at Weidenbornstraße.

# ESWE Service CENTER

## CUSTOMER SERVICE:

- Signing up for/termination of services and change of address for electricity, natural gas, water and long-distance heating
- Questions relating to consumption statements
- Tariff advisory service
- Notifications of change
- Questions relating to payment issues

## YOU CAN REACH US BY PHONE OR COME AND SEE US:

ESWE Service CENTER  
Weidenbornstraße 1  
65189 Wiesbaden

Open from:  
Monday – Friday 8 a.m. – 6 p.m.

phone 0800 780 – 2200  
fax 0611 780 – 2320

email: [kundenservice@eswe.com](mailto:kundenservice@eswe.com)

