

AT A GLANCE

YOUR SERVICE IN WIESBADEN

ESWE Energie 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

YOUR SERVICE IN TAUNUSSTEIN

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

phone 0800 780-2200

ESWE REPAIR SERVICE

ESWE Versorgung
(natural gas, long-distance heating, water)

phone 0611 780-2201

sw netz
(electricity)

phone 0611 145-3201

ESWE Versorgungs AG

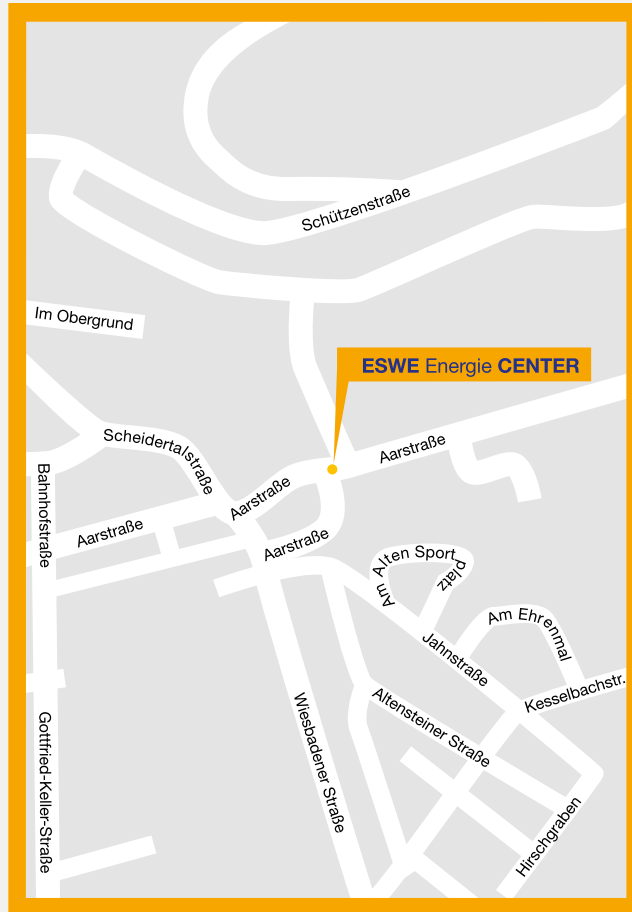
Konradinerallee 25 | 65189 Wiesbaden | phone 0611 780-0
info@eswe.com | www.eswe-versorgung.de

Edition 03/20

SERVICE and INFORMATION



HOW TO FIND US IN TAUNUSSTEIN



Our ESWE Energie CENTER in **Aarstraße 146 a** is situated
in the town hall's rows of shops in Taunusstein.

HOW TO FIND US IN WIESBADEN



Our ESWE Energie CENTER in **Kirchgasse 54** is close to
the Mauritiustplatz.

You can reach the ESWE Service CENTER in **Konradi-
nerallee** using the **bus services 3, 6, 33** from the central
station/Bus platform A. Get off at **Weidenbornstraße**.

ESWE Energie CENTER

CUSTOMER SERVICE:

- Signing up for/termination of services and change of address for electricity, natural gas 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/daheim-solar
- Vehicles run on natural gas/electric vehicles
- Energy pass
- Thermography
- daheim Smart Home

EXCLUSIVE SERVICE FOR ESWE 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

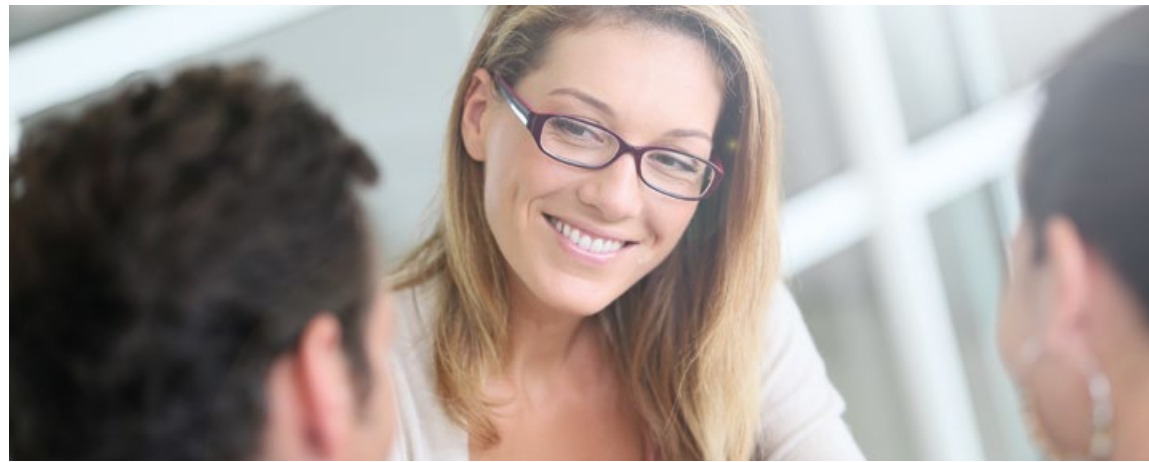
YOU CAN REACH US BY PHONE OR COME AND SEE US:

ESWE Energie CENTER
Kirchgasse 54
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

tarifkundenbetreuung@eswe.com



ESWE Service CENTER

CUSTOMER SERVICE:

- Signing up for/termination of services and change of address for electricity, natural gas 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
Konradinerallee 25
65189 Wiesbaden

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

phone 0800 780-2200
fax 0611 780-2320

customerservice@eswe.com



Contact us at the following
service number **0800 780-2200**
24 hours a day/7 days a week

ESWE Energie CENTER

CUSTOMER SERVICE:

- Signing up for/termination of services and change of address for electricity and natural gas in Taunusstein
- Questions relating to consumption statements and terms of contract
- Tariff advisory service
- Notifications of change
- Questions relating to payment issues

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

ESWE Energie CENTER
Aarstraße 146a
65232 Taunusstein

Open from:
Montag 7:30 a.m. – 4:30 p.m.
Wednesday 10 a.m. – 6 p.m.

phone 0800 780-2200
fax 0611 780-2352

ect@eswe.com



IN CASE OF EMERGENCY

YOU CAN CONTACT OUR FAULT REPORTING CENTRES DAY AND NIGHT:

- Smell of gas
- Gas and water supply faults
- Other technical problems relating to natural gas, district heating and water (Customers from Taunusstein: For problems with the water supply please contact your supplier or municipal authority)

ESWE Versorgung: phone 0611 780-2201

- Power failures
- Other technical problems relating to your power supply

sw netz: phone 0611 145-2201