

Our brand-new service for you: electricity!

Sustainable and fair:
from 100 % renewable energies

Get your low-priced green electricity now.

VONOVIA



Three steps to your low-cost energy contract

- 1 Open our order process with the following link energie.vonovia.de
- 2 Enter your postcode and your annual consumption in the on-line calculator and click "Calculate rate".
- 3 Fill in the on-line order form and click "Order now".

For this, you need:

- > Your Vonovia rental contract number
- > Name of your current electricity provider
- > Customer number of your current electricity provider
- > Your meter number

If you do not want to conclude your energy contract by the on-line order process, please feel free to contact our Customer Service and request the contract papers by post or conclude the contract right away in the "My Vonovia" app.

Whichever option you choose, you're on the way to a greener future.

Everything under control with the "My Vonovia" app.

Discover our energy services in the "My Vonovia" app. If you sign a green electricity contract, you can manage all of the important data for your energy contract with the app.

Everything at a glance:

- ✓ View and manage invoices
- ✓ Send in meter readings
- ✓ Change advance payment
- ✓ FAQ

Further information under:
vonovia.de/app

Off you go:



100 % renewable energies

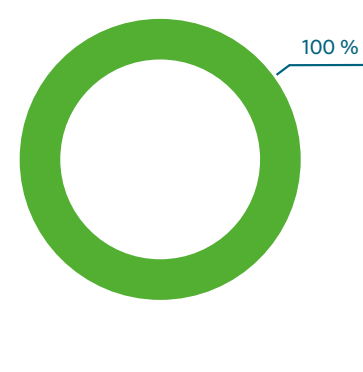
Full transparency instead of compromises? For us, that goes without saying - our electricity label speaks for itself after all:

- no CO₂ emissions
- no radioactive waste
- 100 % renewable energies with proof of origin

Let's make the world a little greener together!

Electricity mix Vonovia

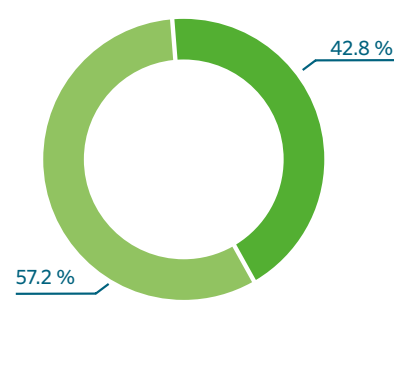
Energy Service GmbH (total mix)



CO₂ emissions: 0,0000g/kWh
Radioactive waste: 0,0000g/kWh

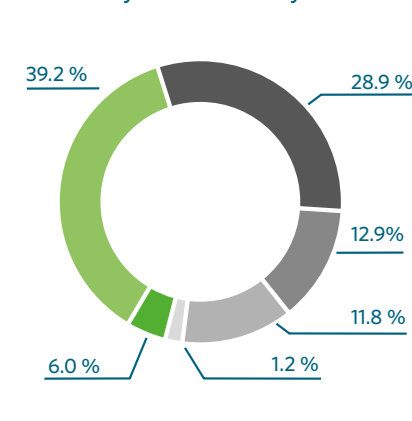
Vonovia

green electricity (product mix)



CO₂ emissions: 0,0000g/kWh
Radioactive waste: 0,0000g/kWh

Electricity mix Germany



CO₂ emissions: 350g/kWh
Radioactive waste: 0,0003g/kWh

Renewable energies, sponsored financing from the EEG reallocation charge

Renewable energies with proof of origin, not financed from the EEG reallocation charge

Coal

Natural gas

Nuclear energy

Other fossil fuels

Green electricity from 100 % renewable energies

Clean, CO₂-free energy for a secure future. That's exactly what we at Vonovia make possible for our tenants. And our green electricity comes 100 % from certified renewables. So, jump on board and benefit from the simplicity of buying green electricity directly through your landlord. Together we can make an important contribution to the energy turnaround. Find out more about it here.

Your advantages at a glance:

Easy

- > Free changeover service, fast and uncomplicated
- > Everything under control with the "My Vonovia" app

Transparent and reliable

- > Vonovia is a strong energy provider with a reliable supply
- > No hidden costs

Sustainable

- > 100 % certified green electricity from renewable energies

Please contact us if you have any questions; we will be glad to assist!

☎ 0234 / 414 700 980

✉ service@vonovia.de

📶 energie.vonovia.de

Vonovia
Universitätsstraße 133 | 44803 Bochum

General information

The latest information on the valid rates for household customers outside the basic services as well as on all contract terms in accordance with §41 Par.1 EnWG (Energy Industry Act) is available under www.vonovia.de/gruenstrom and from our Customer Service at +49 (0)234/414700980.

Contract duration, termination and mode of payment

The contract duration for energy supplies by Vonovia Energie Service GmbH (Vonovia for short) is one year with a period of notice of one month. Your contract will automatically be extended indefinitely if not terminated within the period stipulated. Thereafter, the contractual relationship can be terminated at any time with a period of notice of one month. Price adjustments will be made based on the changing costs situation. In case of rising costs, price adjustments are possible, in case of falling costs mandatory. Further information on the subject of price adjustments is available in the General Terms of Contract which can be found under www.vonovia.de/gruenstrom. The contract can be terminated within 2 weeks in case of moving house. Termination must be put in writing: by e-mail to service@vonovia.de or by post to Vonovia Energie Service GmbH, Postfach 100461, D-57004 Siegen. The legal rights of withdrawal apply. Payments can be made by SEPA direct debit or credit transfer.

Liability and indemnity

Vonovia Energie Service GmbH is exempted from its duty to perform as a supplier in the event of an interruption or irregularity in the electricity and gas supply insofar as this is a result of a disruption in the grid operation including the power supply line. The grid operator is liable in the case of supply disruptions.

Arbitration Board and Federal Network Agency

An application for arbitration proceedings can be made to the Energy Arbitration Board for the out-of-court settlement of disputes (§ 111 b EnWG). Prerequisite for this is that Vonovia Energie Service GmbH is contacted and no mutually satisfactory solution can be found within 4 weeks. The address is: Schlichtungsstelle Energie e. V., Friedrichstraße 133, D-10117 Berlin, Tel.: +49 (0)30/27 57240-0, E-mail: info@schlichtungsstelle-energie.de, www.schlichtungsstelle-energie.de

If you are a consumer in the sense of § 13 German Civil Code (BGB) and make an application for arbitration under the necessary conditions to the Energy Arbitration Board, Vonovia Energie Service GmbH is obliged to participate in the arbitration proceedings. Moreover, the consumer service of the Federal Network Agency will provide you with information about applicable law, your rights as a household customer and the dispute settlement proceedings for the areas of electricity and gas. The address is: Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen, Postfach 8001, D-53105 Bonn, Tel.: +49 (0)30/22480- 500, E-mail: verbraucher-service@bnetza.de

In addition, consumers can use an Internet-supported platform for the settlement of disputes from on-line purchase agreements provided by the European Commission: ec.europa.eu/consumers/odr/

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