

We shed some light on your energy bill.

Your bill explained and ways to pay

Your bill – plain and simple.

Your bill contains not only a summary sheet listing the total costs of your energy and water consumption as well as the services and the charges. It also has a payment order. On the back you will find valuable tips on **tariff times, emergency service and moving home**. The following pages explain details of the bill and your consumption.

You should always quote your personal **customer number** when contacting us about your energy bill (by phone, online form, e-mail or in writing).

STADTWERK W I N T E R T H U R					
1	Informationen zur Verbrauchsperiode 01.01.2016 bis 31.03.2016		2	Kunde Vertragskonto Rechnung Rechnungsdatum	1034567 2045678 8001234567 06.04.2016
3	Verbrauchsstelle: 56789012, Musterstrasse 90, 8400 Winterthur, Einfamilienhaus				
Details zur Rechnung					
4	Bezeichnung	Menge	Einheit	Preis CHF	Nettobetrag CHF
Strom					
A Energieverbrauch, Basic					
Basispreis Stromprodukt: 10% e-Strom Gold, 90% e-Strom Bronze					
	e-Strom Gold	152	kWh	0.2100	31.92
	e-Strom Bronze Normaltarif	602	kWh	0.0860	51.77
	e-Strom Bronze Niedertarif	769	kWh	0.0640	49.22
	MwSt. 8.0%	10.63	Brutto	143.54	132.91
B Netznutzung, Basic (2)					
	Netznutzung Normaltarif	754	kWh	0.1145	86.33
	Netznutzung Niedertarif	769	kWh	0.0620	47.68
	Grundpreis	3	Mt	11.00	33.00
	MwSt. 8.0%	13.36	Brutto	180.37	167.01
5 Gas (5)					
Gasverbrauch, Basic					
Basispreis Gasprodukt: 9% e-Gas Gold/95% e-Strom Bronze					
	e-Gas Gold	60	kWh	0.1540	9.24
	e-Gas Bronze	1140	kWh	0.0970	110.58
	Grundpreis	3	Mt	9.00	27.00
	MwSt. 8.0%	11.75	Brutto	158.57	146.82
6 Wasser					
	Verbrauch Wasser	55	m3	0.8500	46.75
	Leistungsgebühr 63.00 l/min/va	15.750	l/min	3.60	56.70
	MwSt. 2.5%	2.59	Brutto	106.04	103.45
7 Abgaben (gesetzlich)					
C Abgaben an das Gemeinwesen (1)					
	Förderprogramm Energie Winterthur	1523	kWh	0.0032	4.87
	MwSt. 8.0%	0.39	Brutto	5.26	4.87
D Bundesabgaben (1)					
	KEV inkl. Gewässerschutz (3)	1523	kWh	0.0130	19.80
	MwSt. 8.0%	1.58	Brutto	21.38	19.80
8 Klimafonds Stadtwerk Winterthur (1)					
	Für freiwilliger Beitrag zum regionalen Klimaschutz	1523	kWh	0.020	30.46
	MwSt. 0.0%	0.00	Brutto	30.46	30.46
9 Weitere Leistungen					
Abwasser (Verrechnung für Depl. Bau)					
	Mengenpreis Abwasser	47	m3	1.9920	93.62
	MwSt. 8.0%	7.49	Brutto	101.11	93.62
Abfall (Verrechnung für Depl. Bau)					
	Abfallgrundgebühr Einfamilienhaus	3	Mt	10.8025	32.41
	MwSt. 8.0%	2.59	Brutto	35.00	32.41
10 Total ohne Mehrwertsteuer					
					741.71

(1) Berechnungsgrundlage: Stromverbrauch in kWh
 (2) inkl. Systemdienstleistungen von Swissair AG (0.45 Rp./kWh)
 (3) Kostendeckende Einspeisevergütung (KEV) inkl. Bundesabgabe zum Schutz der Gewässer und Fische
 (5) ab 1.1.2016 Erdgas inkl. CO₂-Abgabe: 84 CHF pro Tonne CO₂ (=1.517 Rp./kWh)

Sample bill: no guarantee for prices.

1 Consumption period

2 Customer number

3 Point of consumption

The property (apartment or shop) may differ from the address shown on the bill.

4 Electricity

A The **electricity consumption** is calculated in kilowatt-hours (kWh). «Basic» is the name given to the customer group that forms the basis for the electricity rate. Under the «**ordered electricity product**» heading you will see the electricity product you have opted for. The rate is calculated from individual product prices and any share of **e-Strom.Gold** you have ordered. You can change your electricity product at any time by phone or online (e-mail, Internet). You will receive your electricity at either the single or double tariff depending on the installation (**normal tariff** or **low tariff** depending in the time of day).

B The **network access** covers the costs of the grid usage and the maintenance of the supply of electricity (maintenance and regulation, measuring equipment, meter readings and invoicing). The network access price consists of a fixed **basic charge** and a price element depending on your consumption. The variable price element is billed for each kWh.

5 Natural gas

The **gas consumption** is charged for each kWh used. «Basic» is the name given to the customer group that forms the basis for the gas rate. Under the «**ordered gas product**» heading you will see the gas product you have opted for. The rate is calculated from individual product prices and any share of **e-Gas.Gold** you have ordered. You can change your gas product at any time by phone or online (e-mail, Internet).

6 Water

The **consumption charge** is the price per cubic metre (m³) of water used. This is billed on a quarterly basis. The **service charge** is calculated on the basis of the number and kind of connected consumers (e.g. sink, WC, etc.) and is charged in litres per minute/year on a quarterly basis. The building charge is levied once a year together with the sewage charge and charged to the property owner.

7 Fees (statutory)

C The **community fees** to finance the **Winterthur Energy Subsidy Programme** are charged separately for each supply point on the basis of the individual electricity consumption.

Details zum Verbrauch

	Zähler	Ablesung	Zählerstand		Faktor	Einheit	Verbrauch
			Alt	Neu			
Strom Normaltarif	877851	19.10.2015	57277	58031	1	kWh	754
Strom Niedertarif	877851	19.10.2015	48745	49514	1	kWh	769
Erdgas	100033365	19.10.2015	3321	3437	1.000	m ³	116
Umrechnung in kWh					10.21	kWh	1200
Wasser	200522625	19.10.2015	1560	1607	1	m ³	47

Klimafonds Stadtwerk Winterthur

Vielen Dank für Ihren Beitrag zum Klimafonds Stadtwerk Winterthur. Damit unterstützen Sie Projekte zum Klimaschutz (CO₂-Reduktion), zur Steigerung der Energieeffizienz sowie zur Förderung erneuerbarer Energien in Winterthur und Region.

D The **federal fees** are charged separately on the basis of the individual electricity consumption. These are fees to **support renewable energies (KEV)** and to **protect water and fishes**. These fees are collected and transferred on behalf of the federal government.

8 Klimafonds Stadtwerk Winterthur

If you support the Klimafonds Stadtwerk Winterthur a voluntary contribution of 2 centimes per kilowatt-hour of electricity used will be shown here.

9 Further services

E The **sewage charges** consist of a basic charge and quantity price. Both are charged by Stadtwerk Winterthur on behalf of the municipal civil engineering department. The basic charge is collected annually in autumn. For further information please visit: www.tiefbauamt.winterthur.ch.

F The **basic waste disposal charge** covers the costs of the infrastructure, the various refuse collection tours, collection points, etc. Stadtwerk Winterthur charges this amount on behalf of the municipal civil engineering department. If you have any questions on this please contact: municipal building department, "Abfalltelefon" tel. 052 267 68 68 or abfall@win.ch.

10 Sub-total without VAT

11 Quantity

12 Unit

13 Price in CHF

14 Net amount CHF

15 Meter

Every meter has its own unique number that is shown on the meter itself and registered with Stadtwerk Winterthur.

16 Date

The date on which the meter was read.

17 Reading

Old: previous reading.
New: new reading.

18 Factor

The factor for electricity is normally 1. In the case of natural gas the factor is issued to convert the measured volume of natural gas into kWh.

19 Consumption

The difference between the old and new readings multiplied by the factor shown in section 18 results in the effective consumption.

Ways to pay

Stadtwerk Winterthur lets you pay your energy bill in three different ways:

- Payment on account
- Direct debit scheme
- Electronic bill (E-Rechnung)

Payment on account

You will receive a bill printed on paper in the post and can then pay this within the payment period shown on the bill by a payment order at the post office or a bank. Unless you explicitly request a different method of payment you will be sent your bill in this way.

Direct debit scheme

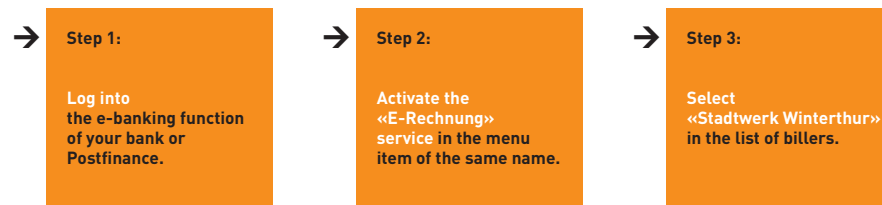
Your energy bills will always be paid on time if you use Debit Direct from Postfinance or the direct debit scheme (LSV) offered by Swiss banks because your account will be debited on the bill's due date. You benefit in two ways from this procedure: there are no postal charges for

your payment orders and you don't have to waste time filling these out. All you need to do is complete the application form for the direct debit scheme at www.stadtwerk.winterthur.ch (section: Kundendienst – Formulare) and we will collect the invoiced amounts directly from your post office or bank account in future. And don't worry; you can cancel this authorisation at any time.

Electronic bill (E-Rechnung)

Before you can pay your e-bill you have to register for the e-banking function of your bank or Postfinance. You will then be sent your energy bill electronically, irrespective of whether you make your payments through Postfinance or a bank. You can check the e-bill on your electronic platform (e-banking) and approve its payment. You will also be sent a detailed bill in PDF form and can reject a payment if you have any objections.

Registration for e-banking:



More information can be found at www.e-rechnung.ch.

You will find this explanation of your bill at www.stadtwerk.winterthur.ch/rechnungserklaerung in the following languages:

German
Italian
French
English
Spanish
Portuguese
Albanian
Turkish
Serbian

Any questions? We are here to help:

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Customer Service
Untere Vogelsangstrasse 11
8400 Winterthur

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Stadtwerk Winterthur
8403 Winterthur

Phone 052 267 22 22
stadtwerk.kundendienst@win.ch
www.stadtwerk.winterthur.ch