



## **WEVG customer service for public traffic closed until April 18**

On Monday, March 16, the Lower Saxony state government ordered the closure of almost all facilities that are not used to maintain public supply. The customer centers of WEVG Salzgitter are also affected. The closure is scheduled for March 18, 2020 to April 18, 2020.

### **Customer centers are closed**

In addition, all activities with high customer traffic are restricted. From Wednesday, March 18, 2020, the customer centers in Salzgitter-Lebenstedt (Albert-Schweitzer-Straße 7-11) and in Salzgitter-Bad (Bohlweg 1) will remain closed until further notice. Since almost all service processes can also be carried out by telephone or online, there are alternatives for customers. Our customers, who normally pay their discounts in cash, are urged to transfer the amount.

### **Call us!**

#### **The WEVG customer service can be reached by phone**

Monday to Friday from 9 am to 1 pm

Monday, Tuesday and Thursday from 2pm to 4pm

**Call 05341 408-111, 408-307, 408-226, 408-217, 408-255, 408-268, 32383 and 905286.**

**Or you can send an email to [kundenservice@wevg.com](mailto:kundenservice@wevg.com) or [beratung@wevg.com](mailto:beratung@wevg.com).**

**In the event of faults, you can reach us at the following number:  
Natural gas, electricity, heat and water fault clearance service:  
05341/84 14 14**

With a view to the possible closure of public facilities, the WEVG customer advisors no longer attend to on-site appointments.

On the background of the COVID 19 pandemic, the World Health Organization has declared a "health emergency of international scope", which is associated with sharp measures to combat the outbreak. Companies that maintain a critical infrastructure, such as that of energy supply, should do crisis prevention. WEVG Salzgitter GmbH & Co. KG is responding with concrete measures to secure the water and energy supply for Salzgitter and the region.

The protection of employees and the maintenance of water and energy supply in the interests of the citizens are clearly in the foreground.

The WEVG will therefore continue to monitor developments and reassess the situation on a daily basis.