

## **WEVG customer service for the public will continue to be closed until May 24, 2021**

Dear customers,

we would like to be there for you personally again!

But the still very dynamic COVID19 pandemic continues to have extensive effects on all of us.

The WEVG as your energy and water supplier is also affected by the effects. For this reason, the customer centers in Salzgitter-Lebenstedt, Albert-Schweitzer-Straße 7-11 and in Salzgitter-Bad, Bohlweg 1, must remain closed until May 24, 2021.

We are still there for you during the closure!

We offer almost all service processes by telephone or email.

We urgently ask our customers, who usually pay their discounts for natural gas, electricity, water and heat in cash in the customer centers, to transfer the amounts.

You are welcome to request assistance by email (see below).

### **Our availability:**

The WEVG customer service staff are available **by telephone**

Monday to Friday from 9 a.m. to 1 p.m.

Monday, Tuesday and Thursday from 2 p.m. to 4 p.m.

under the numbers 05341 408-255, 408-217, 408-463, 408-268, 32383, 905286 and 408-942.

Or send an **email** to kundenservice@wevg.com or beratung@wevg.com.

***We are closed on Friday, May 14th and cannot be reached by phone.***

**In the event of a fault**, you can reach us at the following number:

Debugging service for natural gas, electricity, heat and water

05341/84 14 14

Maintaining the water and energy supply for the citizens is a priority for us in the measures.

Thank you for your understanding and please stay healthy!

Your WEVG team