



Information on advising citizens with high energy cost (subsequent) demands

Energy costs are currently increasing rapidly. As a result, many people suddenly have to pay higher monthly heating cost deductions or high back payments from the annual bill. Here you will find the most important information about state support options and about other contact points as well as information services.

Note: The following explanations serve as an initial guide and show the current legal status (November 2nd, 2022). They do not claim to be complete, do not justify any entitlement to benefits and are expected to change on January 1st, 2023!

Step 1: Examination of Additional Payments and/or Increased Deductions

If your landlord/supplier has increased the deductions or submitted an excessive annual statement, have the corresponding proof of the cost increases presented to you. This includes the last consumption bill from the energy supplier and information on the currently offered prices. In principle, the monthly payment should be set in such a way that the expected annual consumption can be settled with it, even if prices have risen. The advice centers of the NRW Consumer Center, Bergheim and Brühl, ([link to the website](#)) will also help you with the review of increased deductions and additional payments with consultation by prior appointment:

Tel.: (0 22 71) 450 25 01

Tel.: (0 22 32) 206 87 01

E-Mail: bergheim@verbraucherzentrale.nrw

E-Mail: bruehl@verbraucherzentrale.nrw

The NRW Consumer Center is currently drawing attention to an additional advisory service: Without an appointment, there will be open consultation hours in the respective consultation rooms at Hauptstraße 108 in 50126 Bergheim or at Carl-Schurz-Straße 1 in 50321 Brühl every Friday from 9.30 a.m. to 1 p.m. until further notice.

Step 2: Agree on Installment Payments with Energy Suppliers/Landlords

Before you intend to apply for social benefits, you should first contact your energy supplier. They may be able to offer payment in installments to ease your payment obligation.

Step 3: When Are Social Benefits Considered?

If the bills are correct and the repayment cannot be split up, you can apply for social benefits.

A) Group of people who are currently receiving benefits

Are you already receiving housing benefit, benefits from the Jobcenter or the social welfare office?

Then contact the offices you know.

B) Group of people without current benefits

Have you not received any financial support from the housing benefit office, the Jobcenter or a social welfare office?

Then the following services could be considered for you:

Step 4: Checking a Possible Entitlement to Housing Benefit

1. Housing Benefit (Housing Benefit Office)

Housing benefit is a benefit for low-income families. You can receive housing benefit as a subsidy for rent or for the costs of owner-occupied housing.

You must apply for housing benefit in writing to your housing benefit authority. There you will also find the application forms and you can get advice. Housing benefit is granted from the month in which the application was submitted.

The amount of the housing benefit depends on the number and monthly income of the people living in the apartment and on the amount of the rent or house charges. With the housing benefit calculator <https://www.wohngeldrechner.nrw.de/wg/wgrbhtml/WGRBWLKM?BULA=NW> from the Federal Ministry of Housing, Urban Development and Building, you can calculate how much housing benefit you can expect to receive before you apply.

Housing benefit is only paid to people who do not receive any benefits from the job center or the social welfare office, since the accommodation costs are already taken into account with these benefits.

For specific questions and applications, please contact the housing benefit office in your city. You can usually find these in the city hall.

City of Bedburg wohngeldstelle@bedburg.de

City of Bergheim www.bergheim.de

City of Brühl wohngeldstelle@bruehl.de

City of Elsdorf www.elsdorf.de

City of Ertstadt wohngeldstelle@ertstadt.de

City of Frechen www.stadt-frechen.de

City of Hürth www.huerth.de

City of Kerpen wohngeld@stadt-kerpen.de

City of Pulheim www.pulheim.de

If you are **not entitled** to housing benefit, you may be eligible for the following benefits:

Step 5: Examination of a possible entitlement to one-off and/or ongoing benefits under Social Security Code II or Social Security Code XII

One-off and/or ongoing services are provided by different authorities, but only one authority is responsible. So it depends on your personal circumstances as to which authority you have to submit an application to. In all cases, however, it is necessary for you to contact the office responsible for you immediately after receiving the invoices and checking the first steps in order to claim a one-time support payment.

If your monthly costs are permanently so high that you can no longer secure your livelihood from your income, you could be entitled to ongoing social benefits.

Who is the right contact person for the assertion of one-off and/or ongoing benefits in your case depends on the following requirements:

1. Unemployment Benefit II (Jobcenter)

Are you able to work or are you temporarily (less than 6 months) incapacitated and have not yet reached retirement age?

Then you could be entitled to benefits under Social Security Code II. To do this, please contact the initial consultation teams.

EBT Süd [South] if you live in the cities of Wesseling, Brühl, Erftstadt, Hürth, Frechen
Jobcenter-Rhein-Erft.Team-694@jobcenter-ge.de

EBT Nord [North], if you live in the cities of Kerpen, Pulheim, Elsdorf, Bergheim, Bedburg
Jobcenter-Rhein-Erft.Team-693@jobcenter-ge.de /

Alternatively, you can also call the hotline on 02234 93698 800.

2. Basic Security in Old Age and in the Case of Reduced Earning Capacity According to Social Security Code XII (Social Welfare Office)

Are you permanently fully disabled and/or have reached retirement age?

You could be entitled to basic security benefits under Social Security Code XII. Contact the social welfare office in your place of residence to have this checked.

City of Bedburg	sozialamt@bedburg.de
City of Bergheim	www.bergheim.de
City of Brühl	sozialleistungen@bruehl.de
City of Elsdorf	www.elsdorf.de
City of Erftstadt	sozialamt@erftstadt.de
City of Frechen	www.stadt-frechen.de
City of Hürth	www.huerth.de
City of Kerpen	www.stadt-kerpen.de
City of Pulheim	www.pulheim.de
City of Wesseling	SGBXII/AsylbLG@wesseling.de

3. Subsistence Allowance According to Social Security Code XII (Social Welfare Office)

Are you temporarily disabled (longer than 6 months) and have not yet reached retirement age? You could be entitled to subsistence allowance under Social Security Code XII. Contact the social welfare office in your place of residence to have this checked.

City of Bedburg	sozialamt@bedburg.de
City of Bergheim	www.bergheim.de
City of Brühl	sozialleistungen@bruehl.de
City of Elsdorf	www.elsdorf.de
City of Erftstadt	sozialamt@erftstadt.de
City of Frechen	www.stadt-frechen.de
City of Hürth	www.huerth.de
City of Kerpen	www.stadt-kerpen.de
City of Pulheim	www.pulheim.de
City of Wesseling	SGBXII/AsylbLG@wesseling.de

4. Help to Ensure the Livelihood in Inpatient Care Facilities (Rhine-Erft District)

Do you live in an inpatient care facility and are no longer able to pay for them from your income due to the increase in costs for accommodation and meals? You could be entitled to basic social security payments or subsistence support under Social Security Code XII. Contact the social welfare office of the Rhein-Erft district for a check.

Rhein-Erft District	50-4@rhein-erft-kreis.de
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Contact:

How can I contact the office responsible for me? The housing benefit offices, the job center and the social welfare offices offer their application documents for download on the respective website. Regardless of whether you only need support once or whether you would like to apply for benefits on an ongoing basis, the forms are the same. In addition, telephone contact and advice is always possible or a personal visit, preferably after prior appointment.

Note: The above statements are for initial orientation. They do not claim to be complete, do not justify any entitlement to benefits and can change at short notice in the event of legal changes!