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Submit a request for conciliation to the Energy Ombudsman

Heruntergeladen am 08.07.2025

<https://fimportal.de/xzufi-services/10931348/L100001>

Modul	Sachverhalt
Leistungsschlüssel	99050074000000, 99050074000000
Leistungsbezeichnung I	Submit a request for conciliation to the Energy Ombudsman
Leistungsbezeichnung II	
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Hessen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt
Leistungsgruppierung	Gewerbe (050)
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	Wohnen und Umzug (1050200), Außergerichtliche Verfahren und Streitschlichtung (1150100),

Modul	Sachverhalt
	Beschwerden und Petitionen (2140200)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	16.04.2012
Fachlich freigegeben durch	Hessian Ministry of Economic Affairs, Energy, Transport and Regional Development
Handlungsgrundlage	https://www.gesetze-im-internet.de/enwg_2005/_111a.html https://www.schlichtungsstelle-energie.de/files/sse/content/images/pdf/Verfahrensordnung%202016.pdf https://www.gesetze-im-internet.de/enwg_2005/_111a.html https://www.schlichtungsstelle-energie.de/files/sse/content/images/pdf/Verfahrensordnung%202016.pdf
Teaser	
Volltext	The supply of electricity and gas is linked to a variety of legal and technical requirements. This can lead to differences of opinion between energy suppliers and customers. In order to save you a time-consuming and expensive legal dispute, the Arbitration Board Energy intervenes on request as an intermediary. TIP: Often, discrepancies can be resolved in direct contact with the energy supplier, so contact the utility company before filing a request for arbitration. https://hessenfinder.de/portaldeeplink/?tsa_leistung_id=10740431 https://hessenfinder.de/portaldeeplink/?tsa_leistung_id=10740431
Erforderliche Unterlagen	• written request for conciliation • Documents necessary for the understanding of the request.
Voraussetzungen	• Complaints about energy supply • unsuccessful complaint to the water supplier concerned The dispute must not have been otherwise pending (for example, in court) or has already been dealt with conclusively.

Modul	Sachverhalt
Kosten	The arbitration procedure is basically free of charge for you. However, a legally prescribed fee is required if the conciliation body is obviously called upon abusively.
Verfahrensablauf	• If possible, use the online form provided for your request for conciliation: • Complete the online form and attach meaningful documents as electronic copies. You can also send an informal letter with the details of the complaint and relevant attachments by e-mail, fax or post to the conciliation body. • The Ombudsman's Office will examine your application and inform you about the next steps. TIP: Provide precise information about your concern and the reason for your complaint, making it easier to assess the subject matter of the dispute. If the conciliation procedure is permissible, the ombudsperson asks your energy supplier to comment and investigates the facts. You and the utility will receive a written proposal for a solution. NOTE: The Ombudsperson's recommendation is not legally binding.
Bearbeitungsdauer	
Frist	• Deadline for the written statement of the energy supplier: 2 weeks after request by the arbitration board • Consent to amicable solution: within 4 weeks of receipt of the recommendation • Duration of proceedings: The conciliation should be concluded within 3 months.
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	
Ansprechpunkt	Please contact the Schlichtungsstelle Energie e. V.. https://www.schlichtungsstelle-energie.de/

Modul	Sachverhalt
	https://www.schlichtungsstelle-energie.de/
Zuständige Stelle	
Formulare	https://www.schlichtungsstelle-energie.de/schlichtungsantrag/formular.html https://www.schlichtungsstelle-energie.de/schlichtungsantrag/formular.html
Ursprungsportal	Schlichtungsantrag bei der Ombudsstelle Energie stellen, Submit a request for conciliation to the Energy Ombudsman