

99050074000000

Submitting a conciliation request to the Energy Conciliation Board

Heruntergeladen am 08.07.2025

<https://fimportal.de/xzufi-services/6000998-99050074000000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99050074000000
Leistungsbezeichnung I	Submitting a conciliation request to the Energy Conciliation Board
Leistungsbezeichnung II	Submitting a conciliation request to the Energy Conciliation Board
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	

Modul	Sachverhalt
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	• §§ 111a f. Energiewirtschaftsgesetz (EnWG) – Verbraucherbeschwerden; Schlichtungsstelle, Verordnungsermächtigung • Verfahrensordnung der Schlichtungsstelle Energie e.V.
Teaser	The supply of electricity and gas is subject to a variety of legal and technical requirements. This can lead to disagreements between energy suppliers and customers. To save you a time-consuming and expensive legal dispute, the Schlichtungsstelle Energie (Energy Conciliation Board) intervenes as a mediator upon request.
Volltext	Referral to the Energy Ombudsman's Office for the out-of-court settlement of consumer disputes under the Energy Industry Act (EnWG) The supply of electricity and gas is subject to a variety of legal and technical requirements. This can lead to disagreements between energy suppliers and customers. To save you a time-consuming and expensive legal dispute, the Schlichtungsstelle Energie (Energy Conciliation Board) intervenes as a mediator upon request. Tip: Often disagreements can already be settled in direct contact with the energy supplier, so first contact the utility company before submitting a conciliation request.
Erforderliche Unterlagen	• written request for arbitration • Documents necessary for the understanding of the request.
Voraussetzungen	• Complaints about the energy supply • unsuccessful complaint to the utility company concerned

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	The dispute must not be pending elsewhere (for example in court) or have already been conclusively dealt with.
Kosten	The procedure is free of charge for you.
Verfahrensablauf	• You can send your conciliation request by post to the Schlichtungsstelle Energie. • Alternatively, use the online service of the conciliation board for your conciliation request and fill out the online form completely. • Attach informative documents as (electronic) copies. • The ombudsman's office will examine your application and inform you about the further procedure. Tip: Give precise details of your request and the reason for your complaint; this makes it easier to assess the subject matter of the dispute. If the conciliation procedure is admissible, the ombudsperson will ask your energy supplier for a statement and establish the facts of the case. You and the utility company 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: two weeks after request by the conciliation body • Consent to amicable solution: within four weeks after receipt of the recommendation • Duration of proceedings: The conciliation should be completed within three months.
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	

Modul

Sachverhalt

Ansprechpunkt

Zuständige Stelle

Formulare

Ursprungsportal