



A new connection for your household

Safe functioning of your electricity supply

The lights are on, electronic devices are running – so why do you need a new house connection? The connection cable via which you receive your electricity is getting old: over the decades, moisture and corrosion have caused fissures in the insulation of the cables between your cellar and the street. Electrical reliability declines. Disruptions may occur.

In this fact sheet, you can find out what construction measures are planned for your home. You can also find out how you can fulfil your duty of cooperation as an electricity connection user.

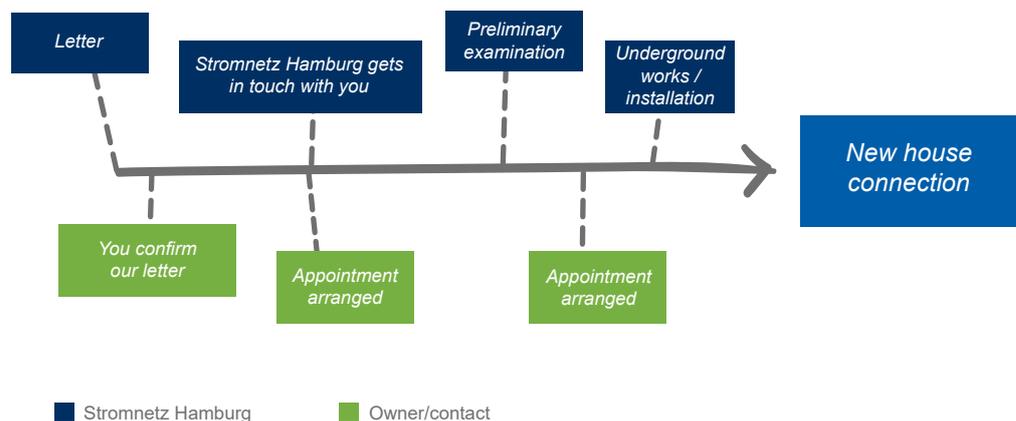


No cost risks - thanks to our early adopter bonus

You will already have read about it in our letter; depending on its condition, we may also have to renew the house lead-in in the cellar wall, the house connection box and the electrical connection to your meter. Under the early adopter bonus, these costs will be borne by Stromnetz Hamburg. The prerequisite for this is that you coordinate the works **with us within four weeks**. For this purpose, you first arrange an appointment with us for a preliminary check – and get your new house connection completely free of charge.



Modernisation according to plan - the steps to a new house connection



As you can see here, you will receive a call after sending in the reply form: in the call, you will arrange an appointment with our technical team. When the commissioned technician checks your system on the agreed date, the house connection box and the meter in the cellar must be freely accessible. Do you also want advice regarding a more powerful connection, e.g. in order to connect an e-car charging station for several residential units? Then please tick the corresponding field in the reply form. Our expert team will get in touch with you.

The technician will discuss with you on-site whether the house connection box and other electrical system parts need to be replaced and where the new components will be installed. During this preliminary check, the exact position of the old connection cables in front of your house is recorded and you will be informed about the necessary earthworks.

Access to the cellar is also necessary for the installation appointment. The cable and connection are usually installed within one day. The new system can be put into operation immediately, so supply will only be disrupted for a few hours



The most important questions and answers

Why does the house connection need to be renewed?

Because the connection cable via which you draw electricity is getting old and its electrical reliability is declining.

Why do I receive a bonus for a quick response?

House connections are being renewed for entire streets in large areas. Costs can be reduced if work on several properties can be combined. Stromnetz Hamburg passes this advantage on to customers through the “early adopter bonus” scheme.

My neighbour’s connection is not being renewed. Why?

It is possible that your house is on the edge of the area in which renewal works are currently taking place and that your neighbour’s house is already in a different area, which will be dealt with at a later date. The neighbouring property may also have a newer connection cable.

How does the new cable get into my cellar?

A technical team installs a certified house lead-in in the cellar wall through which the connection cable is run into your cellar and made watertight. The old connection cable is removed.

Why is a conduit being installed next to the new connection cable?

The conduit is a provision for digital cables. It may become useful in the years to come if your house is to be supplied with intelligent network technology or with broadband internet via fibre optic cables.

Will my property be dug up during cable installation works?

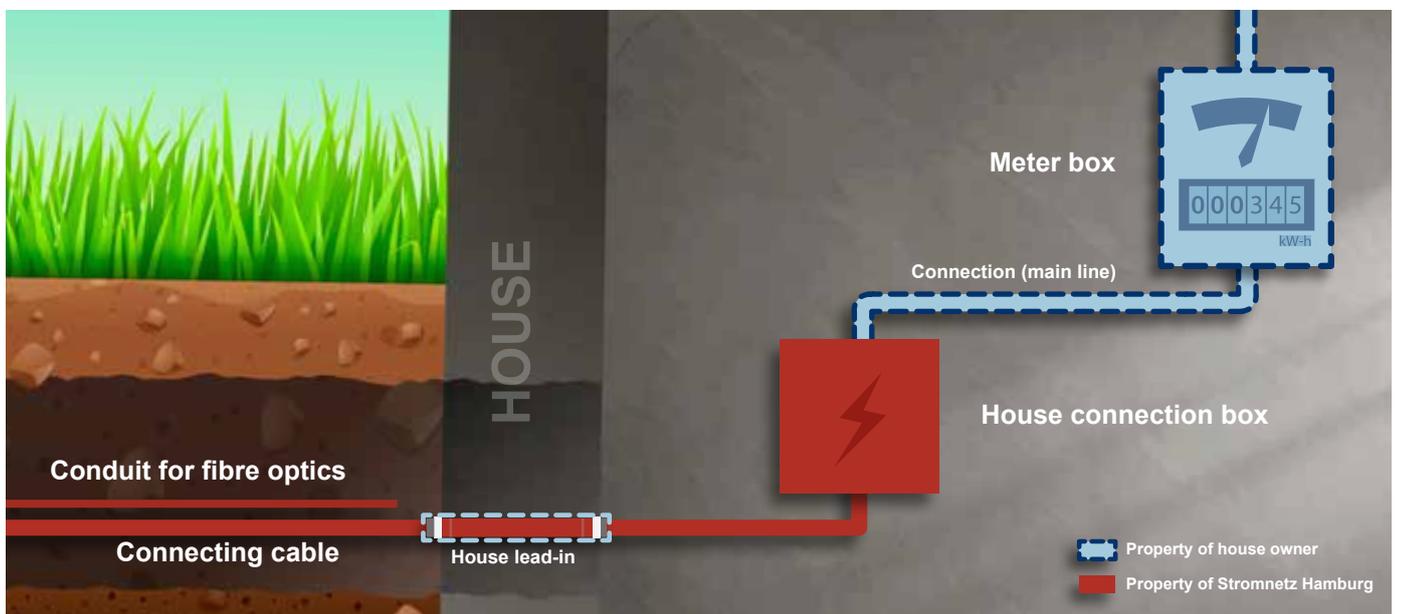
The new connection cable runs at a depth of approximately 60 centimetres from the street to your cellar wall. Our team will dig a thin cable trench there and subsequently restore the original condition to a large extent. The technicians are, of course, insured against damages during the works.

Do I have to agree to these works on my property?

Yes, there is a duty of cooperation on the part of the owner as per the Low Voltage Connection Regulation (NAV). The reliable operation of a cable infrastructure requires regular revision and the replacement of ageing components and cables.

Which parts of the house connection system are owned by the grid operator, which parts by me?

The conduit placed during renewal, the connection cable, house connection box and the meter are the property of Stromnetz Hamburg. All other parts of the system are owned by, and the responsibility of, the house owner.



The connection cable (red, on the left of the wall), the connection line (on the right) and the house connection box will be replaced.



Our contact for your questions

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The early adopter bonus: what you need to know

The following criteria have to be met for you to receive the early adopter bonus and get the house lead-in and the connection line to the meter free of charge. Most important is the four week deadline from the receipt of the first letter to your consent to and cooperation with the works:

- You should name a contact person on site. If the owner cannot attend the works, third parties may be authorised to do so.
- With your signature on the reply form, you agree to the renewal of electrical system connection components belonging to your household. Even after the renewal, these system components remain your property.
- You support the technical team, offering prompt appointments on-site for the sake of project progress during the preliminary check, underground and installation works.
- You enable access to electrical systems (particularly in the cellar/connection room and garden). This may also mean that you have to clear cupboards or other impediments away.

UNSER NETZ FÜR IHRE ENERGIE

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