
Are you unable to pay your energy bill?

The following options are available:

Contact Stadtwerke Münster to see if you can pay your energy bill in instalments

Contact Stadtwerke Münster. We will look at your situation together and see if you can pay your electricity or gas bill in instalments.

Stadtwerke Münster customer service
0251 6 94- 12 34
Mon – Fri: 8 am – 6 pm

See if it's possible to receive support with heating bill payments from the Sozialamt or Jobcenter

If you are in receipt of a pension, you can apply to the Jobcenter or Sozialamt (social welfare office) for support with your heating costs. They will check whether they can support you with payments for some or all of your heating costs (depending on the level of income of all household members).

Important: Your application must be submitted in the month in which you are required to make payment, otherwise any entitlement to support with your payments will expire.

Make a request to pay in instalments online:

Jobcenter
stadt-muenster.de/jobcenter
Sozialamt
stadt-muenster.de/sozialamt

Call the Münster City Council energy hotline for information on other forms of support

Call the energy hotline to see if there are any other forms of support available. This is not just for people who are already in receipt of social security benefits. It is also for people on low incomes and pensioners drawing only a small pension.

Münster City Council energy hotline
0251. 4 92- 83 88
Mon – Thurs: 8 am – 6 pm
Fri: 8 am – 1:30 pm