

# **WELCOME to HERFORST**

**A RENTER'S GUIDE FOR YOUR OFF-BASE RENTAL PROPERTY**



## **Welcome to Germany, Welcome to your home in Herforst.**

Herforst is a small community in the Eifel Region, within the State of Rhineland-Palatinate, District of Bitburg-Prüm and belongs to the municipality association of Speicher. The village has approximately 1600 inhabitants, among them approximately 250 Americans.

Herforst is centrally located between major cities like Trier (30 km south), Bitburg (20 km west) and Wittlich (25 km east). The closest town with administrative offices, shopping opportunities, grocery stores (REWE, ALDI, (Netto and Rossmann being built in 2017)) and services is Speicher (5 km south-west). Small businesses, bakeries, hair salon, and a few restaurants are available in Herforst and larger grocery stores and doctors are located in nearly any surrounding community. Besides the medical clinic on base there are hospitals for general and specialized care in Bitburg, Trier and Wittlich.

Belgium, France, Luxembourg and the Netherlands are just a short driving distance away.

Many groups and associations help to keep the Herforst community alive. The Music Club with its Wind Band, the Sports Club with a club house and soccer field, a drama group, just to name a few.

Herforst has its own Kindergarten and a large Village hall, which can also be rented for private events.

There are several businesses and restaurants located in Herforst, and delivery services are available in the neighboring communities.

Within this booklet we provide you with some important information for your stay in Germany.

We hope you enjoy living in our rental property and we hope for a good relationship.

Your Landlords

Should there be any information, you are missing; please don't hesitate to ask us.

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**Our contact information:**

Landlords name: \_\_\_\_\_

Landlords address: \_\_\_\_\_

Landlords phone numbers: \_\_\_\_\_

Landline / Home phone: \_\_\_\_\_

Cell phone and email: \_\_\_\_\_

**Please contact us in case of any emergency event!**

Alternate POC (in case you cannot reach us):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home phone: \_\_\_\_\_

Cell phone and email: \_\_\_\_\_

Should you be absent for a longer time (i. e. vacation, deployment), please provide us with a key to gain access to the rental property and with a POC, who can be present, when we need to enter the rental property in case of emergencies. Please indicate contact information of the POC (**available at the location of the rental property!**) below:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home phone: \_\_\_\_\_

Cell phone and email: \_\_\_\_\_

**Please don't try to fix anything in the rental property yourself, i. e. changing the heat settings at the furnace, problems with plumbing, or an appliance. Please contact your landlord and allow time for them to schedule an appointment with a local repair service. Your landlord has a warranty plan for the appliances, which covers most repairs. **Your landlord is available 24 hours, 7 days a week.****

**Lost key / need additional keys:** Please tell us, if you lost a key and don't have one made without telling us. We may decide to change the locks instead of having a replacement key made. If you need additional keys, please let us know, too. We will gladly provide you with more keys.

## Addresses/German Mailing:

In Germany address are a little different. Besides your APO Box on Spangdahlem Air Base, where you receive your US Mail through the US Postal system, you also have a German Mailing Address, while living in Herforst.

The way you write your German Mailing Address is:

Your Name (You can abbreviate your first name for safety reasons)

Your Street and House / Apartment Number

Zip Code, Village or Town

### Your address is:

Your name

XY – Straße, House / Apartment Number

54662 Herforst

J. Doe

Zum Wolfskreuz 3

54662 Herforst

## APO – Box Numbers and Zip-Code-Extensions Spangdahlem

For completeness, we include the APO-Four-Digit-Zip-Code-Extension here. For further information, please refer to the US Postal Website or contact the US Postal Office on the Base.

		NEW ZIP + 4			
BOX NUMBER	ZIP + 4	BOX NUMBER	ZIP + 4	BOX NUMBER	ZIP + 4
BOX 1 - 99	09123-0001	2301 - 2399	09123-0024	4601 - 4699	09123-0047
101 - 199	09123-0002	2401 - 2499	09123-0025	4701 - 4799	09123-0048
201 - 299	09123-0003	2501 - 2599	09123-0026	4801 - 4899	09123-0049
301 - 399	09123-0004	2601 - 2699	09123-0027	4901 - 4999	09123-0050
401 - 499	09123-0005	2701 - 2799	09123-0028	5001 - 5099	09123-0051
501 - 599	09123-0006	2801 - 2899	09123-0029	5101 - 5199	09123-0052
601 - 699	09123-0007	2901 - 2999	09123-0030	5201 - 5299	09123-0053
701 - 799	09123-0008	3001 - 3099	09123-0031	5301 - 5399	09123-0054
801 - 899	09123-0009	3101 - 3199	09123-0032	5401 - 5499	09123-0055
901 - 999	09123-0010	3201 - 3299	09123-0033	5501 - 5599	09123-0056
1001 - 1099	09123-0011	3301 - 3399	09123-0034	5601 - 5699	09123-0057
1101 - 1199	09123-0012	3401 - 3499	09123-0035	5701 - 5799	09123-0058
1201 - 1299	09123-0013	3501 - 3599	09123-0036	5801 - 5899	09123-0059
1301 - 1399	09123-0014	3601 - 3699	09123-0037	5901 - 5999	09123-0060
1401 - 1499	09123-0015	3701 - 3799	09123-0038	6001 - 6099	09123-0061
1501 - 1599	09123-0016	3801 - 3899	09123-0039	6101 - 6199	09123-0062
1601 - 1699	09123-0017	3901 - 3999	09123-0040	6201 - 6299	09123-0063
1701 - 1799	09123-0018	4001 - 4099	09123-0041	6301 - 6399	09123-0064
1801 - 1899	09123-0019	4101 - 4199	09123-0042	6401 - 6499	09123-0065
1901 - 1999	09123-0020	4201 - 4299	09123-0043	6501 - 6599	09123-0066
2001 - 2099	09123-0021	4301 - 4399	09123-0044	6601 - 6699	09123-0067
2101 - 2199	09123-0022	4401 - 4499	09123-0045	6701 - 6799	09123-0068
2201 - 2299	09123-0023	4501 - 4599	09123-0046	6801 - 6899	09123-0069

## German Mail System

With your new home, you are connected to the German Mail System. On the outside of your home, you have a German Mail box. Make sure to put your name on it, to avoid delays or not receiving any mail at all. German Mail delivery services are very particular about this.

Besides the regular Mail, you may receive advertising material in your German Mail Box. If you do not want to receive advertising mail please put a sticker saying "Bitte keine Werbung", on your mail box. You will also receive the Community Newspaper and other community information via a pamphlet or flyer on occasion.

You live in a religious / catholic area in Germany, be aware that there are several religious events within the community and people might ring your door bell and ask for donations or to bless your home. If they don't find you at home, they might leave information materials in your mailbox.

There is a German Mail Box in Herforst, where you can bring German letters to (must already have the correct postage / stamp). It is located in the Center of town close to the church, catholic parish hall near the fountain. Official German Mail Boxes are yellow, like the Deutsche Post vehicles. The German Mail system is no longer operated by a Federal Agency. When it was privatized several other mail services popped-up providing mail services. Check out other options like DPD, UPS, GLS, Hermes etc.

The nearest post office is in Speicher (Marktplatz). There you can send letters or packages through the German mail system to everywhere in the world. They also sell some office material, gifts and cards. In front of this German post office is another German Mail Box, where you can drop off German Mail, when the post office is closed. This mail box has more pick-up times throughout the day than the one in Herforst.

If you receive a package and the mail service doesn't find you at home, they will drop a little paper slip into your mailbox, informing you, if they either try to deliver the package again, with date and time or, if and where you can pick up your package, with date, time and location. Sometimes the package is dropped off with one of your neighbors – which will usually come by and bring you the package, when they see you at home. Also, check the mail slip - there may be information on there.

Should you expect a package and you know, you won't be home for the anticipated delivery, you often have the chance to change your delivery options last minute by visiting their website through the link in the email, you receive as order confirmation for the order you placed. Often you can choose to have the package delivered on a different day, at a different time or location or you can give a so called "Abstellberechtigung", where you indicate a location for the package drop-off and authorize it with your signature. If you can't make use of this, you can always place a paper on your day of the anticipated delivery, stating that you authorize the delivery service to place your package at your house. This may sound risky, but I have done it several times and never had a package come up missing.

There is also a thing called "Garagenvertrag", you can make with your mail general person. It is an agreement between you and the mail service (Deutsche Post and DPD) that they deposit any packages you may receive through them at a designated location, if they don't find you at home. Ask your mail person about that option.

## A Renter's Guide – Useful information and tips for your off-base rental property

In general the German Mail system is not much different than the US System. There are certain things which are not allowed to be mailed and if you are sending something to another country, you need to fill out a customs form.

There are several options you can send a package and you can choose insurance and tracking as well as certified mail. You can print packaging labels online – see link below, or fill them out at the nearest post office, just before dropping off the package.

The addresses on the envelopes are written the same way in Germany as they are in America. Senders address in the upper left corner of the envelope, addressees address in the lower middle / right of the envelope.

There is no First Class Stamp in Germany. Postage depends on weight and size of the letter or package. A regular letter costs about 70 ct., a large letter about 1.45 Euros (These change occasionally. Stay up-to-date by asking at your local post office). Larger self-adhesive stamp booklets are available and good to have around. More information is available at: [https://www.deutschepost.de/sendung/simpleQuery.html?locale=en\\_GB](https://www.deutschepost.de/sendung/simpleQuery.html?locale=en_GB)

Places, where you get postcards, usually offer stamps for them, as well. Check out tourist offices, book stores or souvenir shops.

Should you be home, when the local mail person delivers your mail and you have something to send out, kindly ask them to take it with them. Be aware that you cannot purchase stamps or other items with a mail person. The letter or package must have correct postage.

### **Phone / Cell phone and internet Services:**

Upon move-in you don't have phone service in your new home. If you want a landline phone service and internet plan, you need to sign up with one of the local phone service providers.

After sign up, you may receive letters through the German mail system. Make sure to check your German mail box regularly. Sometimes the phone company sends a technician to activate your phone line. They will make an appointment, where you need to grant access to your home.

Several different phone companies offer phone service in Herforst. You can either sign up through TKS on the base or through Telekom, Vodafone, Kabeldeutschland, just to name a few. Sign up is usually possible online, over the phone or by personally going to one of their stores. It doesn't hurt to shop around and find the best offer for yourself and your family.

Some Companies offer package deals with a landline phone and internet, some offer cell phone service included (i.e. Vodafone, Telekom, 1 & 1) in the same package deal.

A common combination is unlimited phone and internet service for about 50 Euros a month, including country flat for calls to a number of countries including the USA. Please be advised that unlimited phone service just includes phone calls from landline to landline phones (Festnetz zu Festnetz) and does not include phone calls made to cell phone services in Germany. Country flat includes unlimited calling to several countries within the European Union, USA and its Territories and Canada – also landline to landline. Unlimited calls to cell phones and to toll-free numbers is only included for phone calls made to the United States from your home phone.

## A Renter's Guide – Useful information and tips for your off-base rental property

Some toll-free numbers in the US are not free to call. A recording before the phone call is connected is usually stating, if the phone call is not free and you can choose to hang-up or proceed with additional charges.

You need to ask for the Country flat – it is not automatically included in your phone service.

Some phone providers give you three phone numbers with your phone contract. All of them can be used at the same time. You can have three phones and / or fax connected to the router at one time and use them all at the same time, provided you have assigned your phone numbers to each individual phone / fax. You can also use one phone number as a fax number. Configurations can be custom made to fit your needs. More details about this, see page [XY](#))

**Contracts for landline phone services and internet usually have a minimum length of 24 months.** The contract automatically extends for another 12 months, if it is not terminated within a few months before the 24 months are up. Should you move, you have the right to terminate early, if the same provider is not available at the new location.

Your status with the US-Military lets you terminate your phone service and internet service contract upon PCS. You must provide a copy of your orders.

**Cell phone service** with different plans is also available. (If you are within close proximity of a neighboring country, you will receive messages from your service provider that you are now in a different network where roaming charges apply! – To avoid that, you need to adjust your cell phone settings. As of April 2017, there are no more roaming charges within the European Union). Cell phones are usually dual-voltage and you might be able to use your US phone with a German SIM-Card, if your phone is unlocked. In that case, just purchase a SIM-Card from a cell phone service provider of your choice and place it in your phone.

In case the SIM card is not the correct size for your phone, you might be able to cut it. The BX/TKS offers free SIM-Card Cutting.

Germany has good cell phone coverage; however some services have better coverage than others, especially in more rural areas. The best cell phone coverage in the Spangdahlem area is the Telekom / D1 network. Other services use the Telekom network and are usually cheaper or have better plans. You could also check [www.congstar.de](http://www.congstar.de). Congstar uses the Telekom network, but there are many others available.

(The popular ALDI Talk option (prepaid) won't be available after June 2017!)

Cell phone contracts in Germany usually have a minimum length of 24 months. Often you receive either a cell phone for free with your contract or you must pay a small additional fee for a specific cell phone. During this time it is not possible to terminate the contract. Another option is a prepaid service and you pay as you go.

### **Cell Phones:**

Cell phones are usually dual-voltage if you are bringing or have brought a smartphone with you, make sure it is "quad band GSM," meaning it is capable of supporting the local frequencies, and has a SIM card that can be changed out for one with a local phone company. *The BX/TKS offers free SIM-Card Cutting.*



Prepay VS Contact: Cell phone contracts in Germany usually have a minimum length of 24 months. Starting off with a prepay saves money and gives you time to learn what cell company and plan works best for you. Sometime people use prepay-services the whole tour overseas.

There are a couple companies you can check with for cell phone service, be sure to find out about their coverage and data speeds in the town you will be living, as well as, the base. Germany has good cell phone coverage; however some services have better coverage than others, especially in more rural areas. *The best cell phone coverage in the Spangdahlem area is the Telekom / D1 network. Other services use the Telekom network and are usually cheaper or have better plans. You could also check [www.congstar.de](http://www.congstar.de). Congstar uses the Telekom network.*

Cell phone service with different plans is also available. (If you are within close proximity of a neighboring country, you will receive messages from your service provider that you are now in a different network where roaming charges apply! – To avoid that, you need to adjust your cell phone settings) Update: There are no more roaming charges within the European Union starting April 2017). Cell phone contracts in Germany usually have a minimum length of 24 months. Different plans may offer a cell phone for free with your contract or you must pay a small additional monthly fee for a specific cell phone. During this time it is not possible to terminate the contract.

#### **Internet and Landlines:**

Before signing a contract with your potential landlord, you may want to check on the availability and speed of Internet access in that town and with that house. There are a few companies you can check with for Internet Access & for cell phone service:

\*Sometimes Americans will install a satellite to get their internet. If the rental they love does not have internet.\*

Upon move-in you don't have phone service in your new home. If you want a landline phone service and internet plan, you need to sign up with one of the local phone service providers.

Warning after sign up, you may receive letters through the German mail system. Make sure to check your German mail box regularly. Sometimes the phone company sends a technician to activate your phone line. They will make an appointment, where you need to grant access to your home.

German houses are built differently and because of concrete walls you need to choose placement of your phone / internet router wisely. During your first appointment with the service technician of your chosen internet and phone provider, you will be asked, where you want the phone box activated in your house, if your house is equipped with more than one. Activation of additional phone outlets usually costs an additional fee and is not necessary with a wireless network. To enhance your signal within the house, you can purchase a signal enhancer or signal repeater.

#### **Different plans and companies:**

***Your status with the US-Military lets you terminate your phone service and internet service contract upon PCS. You must provide a copy of your orders.***

A common combination is unlimited phone and internet service this may include country flat. Please be advised that unlimited phone service may not include cell phones, normally these plans just includes phone

calls from landline to landline phones (Festnetz zu Festnetz). Again may not include phone calls made to cell phone services in Germany adding extra cost to your monthly bill.

Country flat plan includes unlimited calling to several countries within the European Union, USA and its Territories and Canada – also landline to landline. Unlimited calls to cell phones and to toll-free numbers is only included for phone calls made to the United States from your home phone. Some toll-free numbers are not free, when called from outside the United States. In those cases you usually hear a recording stating that additional charges apply and you can choose to proceed or hang up.

Check all options, don't rush into any plan. You have to ask to plan what is best for you. The companies only give what you ask for. One example the Country flat – it is not automatically included in your phone service. Ask, look over all the plans.

\*\*\*Some phone providers give you three phone numbers with your phone contract. \*\*\*

Contracts for landline phone services and internet usually have a minimum of 24 months length. The contract automatically extends for another 12 months, if it is not terminated within a few months before the 24 months are up. Should you move, you have the right to terminate early, if the same provider is not available at the new location.

Several different phone companies offer phone service in Herforst. You can either sign up through TKS on the base or through Telekom, Vodafone, Kabeldeutschland, just to name a few. Sign up is usually possible online, over the phone or by personally going to one of their stores. It doesn't hurt to shop around and find the best offer for yourself and your family.

Some Companies offer package deals with a landline phone and internet, some offer cell phone service included (i.e. Vodafone, Telekom, 1 & 1) in the same package deal.

#### **INTERENT SPEED:**

***On occasion, during school break times or on holidays internet speeds can drop, caused by the high volume of users. Usually the internet speed is sufficient to watch TV shows over the internet, i. e. Netflix.***

Internet availability in Herforst: VDSL with speeds up to 50 Mbit, depending on the distance of your residence to the distribution box in Lindenstraße (at the traffic light). Some services offer satellite internet (Vodafone), which don't rely on landline speed.

To adjust your phone / internet router settings (i.e. designate phone numbers, privacy settings etc.) type "speedport.ip" into your web browser. It will take you to your routers page. You will be asked to enter the routers password – this is on the back of your router.

**The landline phone code for Herforst is: 06562 –**

**If you want to phone the United States, you dial: 001-Area Code-Town Code- Number**

**If you want someone to call you from the United States, you have them dial: 011-49-Town Code-Number**

**0049 is the Country Code for Germany.**

Magic Jack: We found that Magic Jack works in Germany. It is a tool, which you can hook to your computer to receive phone calls to a / your US number, while you are in Germany over the internet. Callers from the US will

be charged for a local call and don't have to pay long distance or international rates. Magic Jack has to be purchased and activated in the United States, it is not available in Germany and you have to sign up for internet service in Germany to use the service. There are additional charges for Magic Jack.

## **AMENITIES:**

**Schools/Bus stops:** Not all American school buses have bus stops in every village. The location of your house will determine the school your children will attend. Herforst is connected to the school bus system. The bus stop / pick-up and drop-off are located in Buchenweg.

Information on school bus routes is available at the school or the bus office. Contact them about feeder zone policy. School bus transportation will not be provided outside the designated school feeder zones. You may have to drive your student to the next closest bus stop or to school each day.

**Built in Kitchen (BIK):** In Germany, off-base houses may not include the kitchen. This is where the saying "Don't forget to pack the kitchen sink!" came from. When looking for a home make sure to check if it says BIK or ask if the kitchen is included. FMO will provide fridge, microwave and, if available, storage hutch for your kitchen.

**Garage/Parking:** Parking may be extra, even if there is a garage attached to the rental. Some rentals charge extra monthly fees for the use of the garage or parking spots. This is cost not covered or included in the OHA.

A garage is great to have, especially during the colder months. It will make car-idling to warm up your car in the mornings unnecessary, which is also illegal in Germany.

**Outlets/Cable Hookups:** In America, we are used to having four or more outlets and cable hook-ups in every room but in Germany that varies with each house. Some houses may have two outlets and three different areas to hook up cable, while another house may only have one outlet per room and there may be only one cable hookup in the whole house. The electrical current in Germany is 220 volts and 50 cycles per second compared to 110 volts and 60 cycles per second in the States. This is why it's very important not to ship your major appliances. You can operate most electronic devices with transformers, which are available in different sizes and wattage; however the transformers only transform the voltage not the amps. The different cycles may have an effect on your devices. It is best to either buy dual voltage electronics or switch to 220 volts appliances while in Germany. Lights and light fixtures are usually not a problem, because you can just change the bulb and get a suitable attachment for the outlet and use them in Germany. Please be aware that some lamps made for the US and the 110 volts system (i. e. Scentsy warmers) can overheat and become a fire hazard. If you are unsure about the lamp, you want to use, rather replace it with a lamp made for the German market.

**FMO** will issue transformers to allow for the operation of small American kitchen appliances and other electrical items. Transformers convert the 220 volts to 110 volts, but don't alter the 50 cycles per second. Due to this fact, small American appliances that use timers (including plug-in clocks) will not work correctly, and things like hair razors, run more rapidly and loudly to the point of being unusable. For more information, read this. [https://en.wikivoyage.org/wiki/Electrical\\_systems](https://en.wikivoyage.org/wiki/Electrical_systems)

**Washer and Dryer Hookup:** FMO will provide you with a washer and dryer set. Some houses and apartments off-base might not have dryer hose venting and you will need to request a German condensation dryer or ask the landlord if they will make modifications. Be aware that your American washer needs hot and cold water hook-ups, which most German houses don't have for that purpose. German washers have a heating rod inside the washer, which heats up the water directly in the washing machine. Some German landlords accommodate American Washer and Dryers, some don't. If you need to make a decision on taking your American washer and dryer to Germany, it can be a wise decision to either store them in the US or selling them before your move and buy new, upon your return, because you most likely won't be able to use them. Dryers are usually smaller in Germany and an American-size dryer may be too large for your rented apartment or house.

**Closet Space:** Another difference is that there are no built-in closets in German houses. FMO is authorized to issue two wardrobes per sponsor plus one for each family member.

**Storage Space:** Housing styles and sizes can be different in foreign locations. In some cases, not all of a member's personal furniture will fit inside the on-base or off-base housing units. Members should review the room dimensions for each housing unit they may be interested in to decide which personal furniture will fit prior to shipping all household goods. Please note that temporary storage facilities may not be available in all foreign locations. The number of self-storage places is also very limited in Germany. Some are just popping-up here and there. If you need additional storage place, you can see about renting a garage or private storage with someone, but they are hard to come by. When it comes to furniture, be aware, that many German houses have slanted roofs on the upper floor, which makes it hard to place any furniture – especially poster beds.

**Pets:** There are many pet friendly rentals in the area. Don't be afraid to call or ask the landlords if pets are allowed, even if it isn't clear. Some landlords will charge an extra monthly fee that is not included as part of the OHA. Having pet renters insurance is recommended. Germany has laws that are heavily enforced when it comes to owning a pet.

Some states, i. e. Rhineland-Palatinate also require pet liability insurance. Contact a local insurance provider to ask for information and / or to sign up. Some American renter's insurance companies, i. e. USAA only provide pet liability insurance as part of the renters insurance. Be aware that this policy only covers your pet while on the rental property, not outside of it. Should your pet run into the street and cause an accident, it may not be covered!

The leash law may not be enforced everywhere, but be aware that it is common courtesy to leash your pet, when you see a person walking towards you or while being in public areas. In some areas are yearly hunting drives. During those times, it is advised not to walk your pet unleashed / or at all through those areas. Never leave your pet unsupervised and prevent them to escape your yard. Please, also pick-up after your pet, especially, if your dog is ill, has diarrhea or something else. Not only is it a common courtesy, it also helps the prevention of spreading diseases.

## **Utilities:**

With your American rental contract, there are rules and regulations, which utilities are included and which you need to sign up for yourself. ***Please do a meter reading at the beginning of your rental contact, of any utility meters in the house (water, power, gas....). It is best, if you contact us, your landlord, and / or do a meter***

***reading on the day of move-in together. You will have to provide a meter reading to the vat office as well, when you sign up for UTAP.***

Meter readings upon move-in have to be presented to the housing office and VAT office, who assist you with sign-up as well.

Utility meters are usually installed inside the home in Germany. Meters have to be read upon move-in, move-out and once a year for the utility company to provide a year-end bill and to adjust installments for the following year. These meter readings are usually initiated from the utility company and often require an employee of the utility company to gain access to your home to do the readings. If they don't find you at home, they will leave a little paper card in your mailbox, informing you, of an alternate day and time they will come by. If you need assistance, contact your VAT or housing office.

Representatives of Utility companies usually come unannounced. Meter readings for water and gas are usually done in January (2nd or 3rd week), meter readings for power are usually later in the year, around May. If you are unsure about the representative, let them show you their badge. In some years, you can do the meter reading yourself and submit it to the Verbandsgemeindewerke (Public works) Speicher via an online form (water). **Please ask us about it!**

Please do not tamper with the seal at the utility meters. These meters are owned by the utility company and replaced about every 5 years (water meter). A small rental fee for these meters is included in the utility bill.

In general you sign up for your own utilities with the utility supply company depending on the services needed.

Often this depends on the heating system you have in your home (gas, oil, geothermal) and of course, the power company. There are three main methods for heating: oil, gas, and electric.

**OIL:** Generally the most cost-effective; however, you have to purchase oil roughly once a year to fill your tanks. That can range anywhere starting at €1,000 to €3,000 but you can use a VAT form to avoid paying taxes on the purchase. If you can save monthly in order to anticipate the yearly purchase, then you'd be ok; however, if you have difficulty saving up for larger purchases, I would avoid this option.

**GAS:** The second-most cost-effective. This is cheaper than electric but not as cheap as oil. Most often gas is supplied via a gas line to the house; however, some houses actually have a large gas tank that needs to be filled annually (similar to oil tanks and has the same drawbacks as oil). I usually recommend this option for people as it is a nice middle ground.

**ELECTRIC:** As the moment this is the most expensive heating option as electricity prices are higher than the other two options. According to our electrician/heating guy, the price of electricity is likely to remain more expensive than the other two options. Regardless, it is not a bad option as you pay monthly and the newer homes may have solar panels and newer heaters (technology) to help reduce costs.

Be aware that you often can't choose the heating option of your rental property. The heating system is fixed in the house; older houses have often oil heat or even old-style electric ovens. During renovation processes old heating systems are usually replaced by newer systems, and modernized with solar power and / or heat, electric or geothermal.

It depends on what is available at your location and how old the rental property is.

### In your home you have the following heating system:

**Gas**  **Oil**  **Geothermal**  **Water – Heat through Solar**  **Electricity**  **Floor Heat**

**Other** \_\_\_\_\_  **Combination of:** \_\_\_\_\_

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**Gas:** Sign up with the utility provider (RWE or SWT) for gas. Your gas is delivered into the home via a pipe system. There is no propane gas tank which needs filling.

**Power:** (Geothermal): sign up with the utility provider for power / electricity (RWE or SWT).

**Oil:** Do a check of the oil tanks in the home and mark the level upon move in. You will have to contact an oil supply company to have oil delivered and to fill up the tanks. Oil is usually cheaper in summer months. You will need oil during summer months as well, since your heating system also heats up the water during the warmer months. It is best to stash away some money each month to pay the lump sum upon oil delivery. There is an oil supplier in Herforst called Conrad.

**Other:** \_\_\_\_\_

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**Combination heating system:** \_\_\_\_\_

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### Heating oil suppliers:

Please refer to the **list below for heating oil (Heizöl) suppliers in the area:**

HERFORST: Conrad, Detlef, St. Eligius-Str. 2, 54662 Herforst, Phone: 06562-8108

METTERICH: Etteldorf, Matthias, Bademer Str. 12, 54634 Metterich, Phone: 06565-2072

BITBURG: Köster GmbH & Co. KG, Dieselstr. 15, 54634 Bitburg, Phone: 06561-9577-0

DUDELDORF: Raiffeisenbank östl. Südeifel eG, Waren Abteilung, 54647 Dudeldorf, Phone: 06563-2261

SINSPILT: Wolter, Ewald GmbH, Hauptstr. 16, 54675 Sinspelt, Phone: 06522-418

SPEICHER: Plein & Orth, Kastanienallee 42, 54662 Speicher, Phone: 06562-2242

WITTLICH: Schmitt GmbH & Co. KG Spedition, Röntgenstr. 18, 54516 Wittlich, Phone: 06571-9707-0

### Other Utility Providers:

**Gas / Power supplier:** RWE (Römermauer 7, 54634 Bitburg, 0 800 9944009 FREE or Karrstraße 1, 54516 Wittlich),

**Gas / Power / Water supplier:** SWT (Ostallee 7, 54902 Trier, 0 800 717-0717 FREE)

**Water supplier:** Verbandsgemeindeverwaltung Speicher, Bahnhofstraße 36, 54662 Speicher, Phone: 06562 64-0

## Floor Heating:

There are many different manufactures out there and every floor heating system can be different from each other. Please contact us, to find out exactly how to heat with our floor heating and if you have problems.



Also you need to know if you are heating with floor heating only or if you are using a combination with gas heating or other. We will let you know.

Most floor heating systems can automatically lower the temperature during night time and still keep a steady temperature. Ask us about the basic settings and what you need to know.

### Here are the basics:

First of all: Consider yourself lucky if you are heating with a floor heating system. Underfloor heating is healthy. Hardly raising any dust, it is the perfect heating system for people suffering from allergies. Secondly, the gentle radiant heat provided most heating systems acts directly on the body without the intermediate stage of first warming the room air. The result: the same comfort level, but with a 2° C lower room temperature. Certainly this is beneficial to your health, because warm feet and cool head is exactly what the human body requires.

Very important to know about floor heating is that bleeding the air out of it is a much more complicated process and not the same with many different manufactures using slightly different processes. **Please don't attempt to do this by yourself.** At least for the first time, contact us / your landlord and ask how to check on it and to take care of it. We prefer to send a professional to do it if needed. Bleeding the air out of the floor heating system can be necessary if the evenly provided heat is affected as if some lines are not flowing right.

Most used floor heating systems are built using water lines to produce the heat. In earlier floor heating years they also used electricity powered floor heating, which then turned out to be inefficient with the high cost of electricity these days. Find out which system your house uses (see list above)!

### How to efficiently heat with floor heating systems?

If you want to efficiently use your floor heater and save energy in the process, for starters you need to realize

that floor heating systems are considered Low-Temperature-Heaters. This means they will take some time to heat up a room. They are not built to heat rooms up fast, but they will uphold the warm temperature for longer once created. For you this means that using floor heating you should not keep turning the heat on and off, but instead uphold a continuous heat flow. Following this fact it is not recommended to turn it off before leaving the house. It would take way to much energy to heat it back up and it would take a long time to do so. That would leave you sitting in the cold plus it would use more energy up than you planned to save when turning it off.

Keep all doors shut during day and night time. Do not try to heat the cold bedroom by opening the door and thinking the heat from the next door room will do the deed. This could result in mold issues.

**PS: There should be on/off switches either in each room or in a central location. Ask us / your landlord if you don't know where it is. We assist you and take the time to explain the settings.**

### **Other useful information for your heating system:**

#### **How to heat right and save energy and money**



**This is how you can save money:**

#### **Air the right way:**

Do not constantly tilt your window. You can save up to 230 Euro per heating season!  
Instead: 2-4 times a day open your windows widely for about 5-15 minutes (if the temperatures are around freezing 5 minutes at a time are enough). Before airing turn of the heater in the particular room and close the door(s) to the other rooms.

This is very important not only to prevent from mold but to keep a good room climate that makes you feel



comfortable and gives your body what it needs not to suffer through the season. You will sleep better/ work easier and just enjoy your life more instead of dragging along without energy.

**The ideal room temperature:**

**Living room: 20 - 22 Celsius**

**Kitchen: 18 - 20 Celsius**

**Bedroom: 16 - 18 Celsius**

**Bathroom: 23 Celsius**

When you are not home leave your heaters on 1. Then when you get home turn them on 2-3. Or, if available, set the heater timer to turn it down while you are absent and sleeping and set it to heat up just before you get home. These often offer different settings per weekday.

If you sleep with an open window the door(s) to the other rooms should stay closed.

Avoid blocking your heaters with furniture or curtains. This sucks up to 15% of the heat!

If your windows leak, seal them with self-adhesive rubber or foam seal bands from the hardware store. Please contact us for more details.

Use electricity monsters like electro ovens and electro space heaters only in emergency situations! Some newer models are more efficient.

Program heater thermostats you can get in the hardware stores between 20 and 50 Euro to automatically sink the temperature in unused rooms if needed.

This way you can save up to 15% in energy.

Base rule: 1 Celsius less saves 6% energy

After dark, close your curtains, shades or shutters/"Rolladen", especially during winter.

If the heater does not get warm or sounds like it's bubbling, there might be air in the system. In this case it is important to bleed the heater. You will find a valve to bleed a heater usually on the opposite end of the heater thermostat.

For instructions see the post: How to bleed a heater

If you are unsure, ask us / your landlord.

**IMPORTANT:**

**IF YOU LEAVE YOUR HOUSE/APARTMENT FOR A LONGER TIME PERIOD AS FOR DEPLOYMENT OR VACATION, MAKE SURE TO LEAVE THE HEATER IN ALL ROOMS ON LOW (1 or 2 according to current weather predictions; The snowflake setting is only warm enough to protect the radiator itself, not the water lines around it.) TO PREVENT THE LINES TO FREEZE, BURST AND CAUSE A FLOODING DURING YOUR ABSENCE!**

Photo: bz-berlin.de

## Are one or more radiators not working at all?



Another problem occurring in heater season:

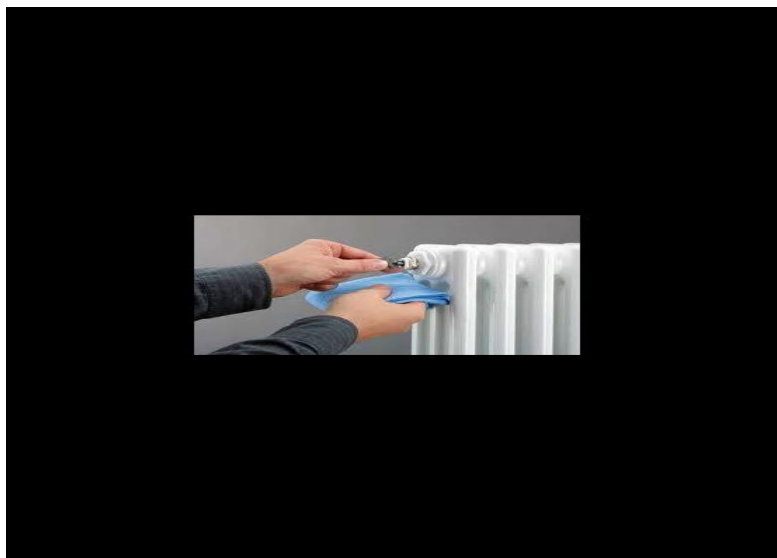
The radiators all work except for some that won't come on at all.

There is a little metal pen under the thermostat. By turning the thermostat knob you are pushing it in or letting it out. This is what regulates the heat. During the long non heating period this little pen often gets stuck and causes the heater to stay closed. You can solve this problem by removing the knob and carefully jiggling/pushing the little metal pen until you can push it in and out without getting stuck again. Then put the knob back on and it should work! Before pulling the knob off, make sure it's turned off and when you put it back on make sure the setting is the same, not to confuse the numbers' heating purpose.

Make sure not to break the plastic mount pieces. If it looks too difficult ask your landlord for help!

Picture: [fotolia.com](http://fotolia.com)

## How to bleed a heater – video link



## A Renter's Guide – Useful information and tips for your off-base rental property

Does your heater not seem to heat right?  
Do you hear bubbling inside of it when it's turned on?  
Then you need to bleed the heater!

You will need a key to bleed heaters (hardware store 99 euro cent),  
a towel or paper towels and a small container.

The bleeding valve is usually on the opposite end of the heater's thermostat.

Stick the key on the valve and carefully turn to the left. Then it starts dripping water which you will catch in your container. Now carefully close the valve by turning the key back to the right. Pull key off... done.  
If you still hear bubbling in your heater, repeat the process.

Video:

<http://suginscorner.com/1/post/2013/06/bleeding-your-radiator.html>

Video:

Here is a second video link for the visuals. Don't be distracted by the German instructions. They don't say anything else than written above. Just watch and learn!

[http://www.helpster.de/heizkoerper-entlueften-anleitung\\_9920#video](http://www.helpster.de/heizkoerper-entlueften-anleitung_9920#video)

Not bleeding the heater when necessary will keep you in the cold and waste a lot of energy and money!

If you are unsure, ask us for help!

Photo: block.heimwerker.de

## Utilities – need to know

You must sign up with the UTAP (Utility Tax Avoidance Program) on the base to save value added tax on your utilities.

The VAT-Office on the base can help you with utility sign up as well.

## Trash / Waste Management

Since every house in Germany has to connect to the public waste removal program and have their own waste containers, regardless if the house is occupied or not, fees for the waste management are often paid by your landlord and included in the rent. The size of the waste containers depends on the number of people living in the house. In Germany this number is detected through the mandatory official registration program, where the residential address is recorded. During your official tour with the military in Germany, you are not required, nor allowed to register with the German officials to determine the number of people in your household and your trash can size.

The rental property currently has a  small (80 liters), (single household)  medium (120 liters), (2 people)  large (240 liters) trash can (family, 3 and more).

**Please be advised that the yearly fee for waste disposal depends on the size of your black residual waste bin. Additional charges for larger trash cans may apply.** Please ask us / your landlord.

With proper recycling (use of provided blue bins for paper, yellow recycle bags (Gelber Sack) and the glass containers (located in Schulstraße, next to the Gemeindehaus (village hall) in Herforst, the normal size of the waste container is usually sufficient. **Should you require a larger or a second waste bin, please let us / your landlord know.**

In addition, you can purchase single use residual waste bags at your local Rathaus, in case you need to dispose of more trash, i. e. after having a party, one time only.

Unfortunately, you won't be able to just use an additional trash bag from your home and place it next to your black bin on trash day. It will not be taken! (This also applies to paper not placed in the blue paper bin!)

The single use waste bags are called "Restmüllabfallsäcke". They have a special print on them, which classifies them as "official trash bags" to be used for additional waste.

**The yellow bag** is free of charge and is available at your local Rathaus (in Speicher) or from the service people, picking them up every four weeks (Remondis). You can place a sign on the top of your blue bin, which is picked-up /emptied at the same time saying "Gelbe Säcke, bitte". If they have additional rolls of yellow bag with them, they will leave some for you at your house.

### **Tap Water / Water supply**

Your water supplier is the Verbandsgemeindewerke (Public works) Speicher. The tap water quality in Heforst is very good and drinking quality (without filtering). The water is very soft.

Please adjust your laundry detergent and dish washer fluid to the water quality and use less.

Under normal circumstances it is not necessary to use additional filter systems than the house water filter system (located in the laundry room). However, if you feel more comfortable drinking filtered water, the PUR water filter systems are available to attach directly at the faucet. Usually, you need to unscrew the bottom part of the faucet, which is a little mesh filter and attach the filter directly to the faucet. Please keep the mesh filter in a safe location and available to be attached again, after you remove the PUR filter system. They are available for purchase at the local hardware store, but you can save money by keeping it.

At times, there might be advisory messages that drinking water has to be boiled before consumption. This happens, when the strict controls of drinking water determine a contaminant, like E. coli bacteria in their regular tests. These contaminations are usually announced by the fire department driving around in Herforst or by the mayor through the Herforst homepage or facebook group. You will also be informed when this advisory has been lifted.

There is a water supplier, offering drinking water in large jugs (Culligan). Large water jugs are available for purchase at the Shoppette on Spangdahlem Air Base or through their website. Delivery service is available directly to your house.

## Chimney Sweeper

Your house is  / is not  equipped with an indoor fire place.

The chimney sweeper comes once a year, often unannounced, for the chimney sweep. He also checks the heating system to determine, if it complies with emission standards. Please let him inside the home and provide access to the attic, laundry room and / or the living room for him / her to do his / her job. Your heating room / location of the heating system is in  the basement,  the attic  the garage. Any cost for the chimney sweeper is included in your rent and does not create any additional cost for you. The chimney sweeper sends the bill directly to us / your landlord. Should you receive the bill in your mailbox, please forward it to us and inform us with a brief phone call or email. Thank you!

## Electricity – German Power System

Germany has a power system based on 220 Volts.

You can use your 110 V electronics with a transformer, which reduces power from 220 V to 110 V. There is also a different Ampere system in Germany. Sometimes the different Hz-frequency can cause damages to your electronics. Using transformers usually leads to a slight increase in electricity cost.

You can use your 110 V lamps as a 220 V lamp, by changing the light bulb to a 220 V light bulb and by using a power adapter plug for the European outlets. Please be aware that some lamps manufactured in the US don't account for the high current going through the cords – they can overheat and become a fire hazard. If you are unsure, if you should use your lamp in Germany, rather be safe and purchase a lamp made for the German market.

Power adapters for the European outlet are available at the BX, the base thrift store or in selected electronic stores on the economy.

We recommend electronics which are dual voltage. They are available in electronic stores throughout Germany.

Almost all power lines in Germany are in-ground lines. Above-ground power lines are only used to cover great distances. A lot of Germany's electricity is generated by renewable energy i. e. wind energy, solar or photovoltaic systems. Nearly every house in Germany has a photovoltaic system, due to a government funded project, where home owners received favorable incentives to put such a system on their roof and to support the renewable energy project.

You can save power and energy, by unplugging unused electronics instead of keeping them on standby.

We also recommend a power surge protector for your electronics. These and regular extension cords are available at the Thrift Store on the Base, the BX or any electronic store on the economy.

Outlet protectors for kids are available.

**Air Conditioning - Yes or No?** Generally you don't need an A/C unit for your German home, provided you help yourself with a few measures and a fan or two on the upper floor(s).

Keep your Rolladens (window shutters) shut throughout the day on hot days. Roll them down in the morning, close the windows and open them up at night, after sunset.

At night open your windows and let the cold air in – turn on some fans to help circulation.

Turn on fans during the day and let them cool you off – turn them off, when you leave the room.

## Caring for your floor

You have  Laminat  Carpet  Parquet (real-wood-floor)  tile  cork  PVC

other \_\_\_\_\_ - flooring in your home.

**Caring for Laminat:** Clean regularly with a damp mop and a cleaning agent for laminat.

**Caring for Carpet:** Vacuum regularly and occasionally use carpet cleaner to clean and disinfect thoroughly. Professional carpet cleaning machines are available at the shoppette on base. For smaller projects, you can hang your area rug outside and rinse it off with a hose. We recommend doing this cleaning procedure only during warmer / hot days during the summer months. Otherwise the rug will take a very long time to dry. Don't place wet carpets back inside! Wait until they are completely dry.

**Caring for Parquet:** Clean regularly with a damp mop and a cleaning agent for Parquet (available at every grocery store like REWE or ALDI or at a Baumarkt). Use a mop, water and commercial *cleaners* that are designed for *parquet* floors to gently scrub the *floor clean*. The trick is to use as little water and cleaner as possible, to prevent water damage, and not to scrub too hard, to prevent scratches and other damage. Only use this technique on floors that are sealed.

Please don't wear any high heels on Parquet floors. Parquet floors are made of hard wood, but it will cause dents and blemishes easily.

Please use "felt pads" under your furniture to prevent damages to the Parquet.

**Caring for Tile:** Clean regularly with a damp mop with a cleaning agent for tile. Grout can be cleaned with a brush and grout cleaner. Check the internet for simple tricks and how to make your own grout cleaner with items you probably already have at home.

**Caring for Cork:** Clean regularly with a damp mop with a cleaning agent for cork. Please make sure the mop is not too wet and there is no standing water on the cork after moping.

**Caring for PVC:** Clean regularly with a damp mop with a regular floor cleaning agent. Don't add too much or your floor gets sticky.

Caring for \_\_\_\_\_ : \_\_\_\_\_

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## Extra helpful information:


### Operating your appliances

Living in a German home can have its challenges, when it comes to doing normal things like cooking or doing laundry. Therefore, we included a few guides here to make things easy. They can all be printed separately and we recommend you hang them up inside your cabinets or close to the appliance they refer to:

### Your German Oven:


**Understand Your German Oven**

**Oven light:**




On some ovens this comes on automatically when the oven is turned on. Other ovens have the light on a separate setting. By turning the knob onto this setting, we light the oven cavity. The oven remains alight while any of the functions are on.

**Fan Assisted Oven:**




The set function is for the upper and lower heating elements and the fan to be switched on. Heat from the top and bottom elements is diffused by the forced convection from the fan found normally at the rear. The temperature throughout is even and the oven heats up very quickly, reducing cooking times and so saving energy.

**Oven - Bottom Heat only:**




The lower heating element is switched on. For more focused heat and control. This method is ideal for pizza bases and pastry cases where you need a crispy underside or bain marie or casseroles.

**Oven - Top and Bottom Heat Only:**




The top and lower heating element is switched on. Heat travels to the center of the oven by natural conduction. This is ideal for baking pastries and scones.

**Fan Oven - Cooking with Top Heat:**




The upper and circular element, and fan, diffuse the heat by forced convection with most of the heat being produced by the top element.

**Oven - Part Grill:**



The heat is aimed at the whole area under the top heating elements, usually used to grill steaks, sausage, toast and/or fish.

**Oven - Fanned Grill:**



The grill element cycles on and off alternately, and the fan distributes the heat produced by the grill. This method can reduce cooking times by 35 to 40% and is ideal for meats and poultry if you're after a rotisserie result. The oven door must be closed.

**Kitchen Measurement Conversion**

Oven Baking Temperatures		
Fahrenheit (°F)	Celsius (°C)	Gas Mark
225 °F	110 °C	1/4
250 °F	130 °C	1/2
275 °F	140 °C	1
300 °F	150 °C	2
325 °F	165 °C	3
350 °F	177 °C	4
375 °F	190 °C	5
400 °F	200 °C	6
425 °F	220 °C	7
450 °F	230 °C	8

**Kitchen 101**  
Volume Conversions

60 drops = 1 teaspoon (5 ml)  
 16 dashes = 1 teaspoon (5 ml)  
 8 pinches = 1 teaspoon (5 ml)

1 1/2 teaspoons = 1/2 tablespoon (7.5 ml)  
 3 teaspoons = 1 tablespoon (15 ml)

2 tablespoons = 1 fluid ounce (30 ml)  
 4 tablespoons = 1/4 cup (60 ml)

2 2/3 fluid ounces = 1/3 cup (80 ml)  
 4 fluid ounces = 1/2 cup (120 ml)  
 8 fluid ounces = 1 cup (240 ml)

2 cups = 1 pint (480 ml)  
 4 cups = 1 quart (960 ml)

Designed by Russell van Kraayenburg 2012

**Kitchenware – English / German**

die Küchengeräte • kitchenware

 das Hackbrett cutting board	 das Brotmesser bread knife	 das Hackmesser cleaver	 der Messerschärfer knife sharpener	 der Fleischklopfer meat tenderizer
 der Spieß skewer	 der Schäler vegetable peeler	 der Apfelstecher apple corer	 die Reibe grater	 der Stößel pestle
 der Mörser mortar	 der Kartoffelstampfer masher	 der Dosenöffner can opener	 der Flaschenöffner bottle opener	 die Knoblauchpresse garlic press
 der Servierlöffel serving spoon	 der Pfannerwender slotted spatula	 das Sieb colander	 der Spachtel spatula	 der Holzlöffel wooden spoon
 der Schaumlöffel slotted spoon	 der Schöpflöffel ladle	 die Tranchiergabel carving fork	 der Portionierer ice-cream scoop	 der Schneebesen whisk
 das Sieb sieve				



## German Washing machines:



### Which cycle to use for what?

- **Feinwäsche = Delicates**  
Cold wash. 30 Celsius (can often be raised to 40 Celsius). This is where you would wash sensitive and colored cloths. The cycle takes an average of 50 minutes and - in most cases - uses the least electricity and water. Great cycles for shirts, sweaters, pants that are worn but not really stained. Tumbler circle is often lower than other programs. NOT for silk, wool or other hand-wash requiring items. Some machines have
  - **“Handwäsche”** as an option, which would be the hand-wash cycle. 20 Celsius cold and very low tumbling. (Averages at 20-30 minutes). Some machines have a 'Wolle' program for Wool.
  - **Pflegeleicht = Easy Go**  
Cold wash. 40 Celsius. For good material clothing and other, lightly to medium stained. Washes a little warmer and a bit longer probably than Feinwäsche and probably tumbles at a higher rate. Second lowest electricity and water usage.
  - **60 Celsius = warm/hot**  
For non-sensitive materials that are heavily soiled or expected to hold microorganisms through daily use, as i. e. bed sheets, towels, cleaning rags, non-sensitive underwear, non-sensitive Jeans (look at tag on Jeans as German models are usually not allowed to be washed warmer than 40 while American brand models are often good to go), etc..  
For extra heavy stained clothes you can add 'Vorwäsche' (pre-wash) which will extend the cycle.
  - **Kochwäsche 90 Celsius - boiling hot**  
This program is usually not necessary for any materials unless it contains infectious bacteria and has to be washed for medical hygienic reasons (people with weak immune system). This program is the hottest and longest and uses the most electricity and water.  
Vorwäsche can be added to extend the cycle.
  - **Schnellwäsche - Speed-program**  
Usually a 30 minute cycle at 30 Celsius or longer if temperature is set higher. For very little stained clothing. It is recommended to use Feinwäsche or Pflegeleicht instead as this program has a huge water use.

**Most all programs can be extended by using “Vorwäsche”.**

***Note: The higher the temperature, the higher the utility costs. The washing machines take a lot of electricity to heat the water.***

***Most everything is fine on Feinwäsche or Pflegeleicht programs. You can pretreat stains prior to cycle if needed.***

## A Renter's Guide – Useful information and tips for your off-base rental property

For further information regarding your washer, google manufacturer and model to download manuals, which are available for most.

As you have Siemens, here is the link to download their manual:

[https://portal.bsh-partner.com/portal\(bD1kZSZjPTAwOQ==\)/PORTALFRAME.HTM](https://portal.bsh-partner.com/portal(bD1kZSZjPTAwOQ==)/PORTALFRAME.HTM)

At most grocery stores or drug stores, you can purchase “color trap cloths” (Farbenfangtücher) to add to your regular washing machine cycle. These little miracle cloths let you do one load of laundry of mixed colors at once. This is very helpful, if you only need to wash a few items of each color and want to save time and money. The cloth attracts the color, which might be released by the darker items in your load and traps it inside, which prevents staining the lighter clothes in the wash.

## German Dryer:



Have your dryer work at its best! Some houses and apartments off-base might not have dryer hose venting and you will need to request a German condensation dryer.

**Lint Filter:** The lint filter needs to be washed and cleaned regularly. It may look clean but it's not. Take your filter out and run it under warm water, water should be able to flow through the filter. If water pools, then your filter needs to be cleaned. If you use dryer sheets or fabric softener it leaves a film or wax behind that is invisible to the naked eye. If your filter is really clogged you can use an old toothbrush to clean it. If the filter isn't too bad, just soap water with a few wipes, without a brush, might do enough to remove the film. Then rinse the filter, dry it and let it sit out for a while to make sure it is totally dry before you put it back where it belongs.

It's recommended that you repeat this every few loads. Not having a clean filter makes your dryer running harder and longer this leads to high cost in your bills.

In Germany and America clogged lint filter and clog lint ducts from clothes dryers are linked to thousands of fires every year, causing death and injury that makes it even more important to keep the lint trap clean.

**\*\*\* Think green and save extra money by hanging your clothes to dry. There are many different portable racks (for indoor and outdoor use) available to dry everything. \*\*\***

Check out your local stores / hardware stores (Baumarkt) for Wäscheleine or Wäschetrockner.

So, keep it clean, save energy, stay safe and as a bonus, it will help get your clothes dry quicker.

## Your German Dishwasher

### Salt:



German washers are equipped with water softeners that use special salt. If the water is soft (i.e. does not contain calcium particles), the detergent will work more effectively and there will be less streaking on dishes. Hard water can also block the washer jets with lime scale and cause deposits on heating elements, which will reduce the cleaning efficiency, increase electricity costs and shorten the life of the machine. The salt can be purchased at your local commissary or on the economy. Here is video to help <https://www.youtube.com/watch?v=OapvktWiyP4>



Three in one salt tablets do not activate the water softener. For optimum results, the reservoir should be topped up with granular salt. [Three-in-one and 'salt action' tablets](#) do not top up the reservoir and should be used in conjunction with granular salt for optimum results. Using granular salt will mean that you won't need to use as much detergent and rinse-aid - saving you money! **DON'T USE TABLE SALT.**

### Rinse Aids



Rinse aids can also be used to help keep your dishes shiny and prevent lime build up on dishes, and prevent water droplets on glasses and pottery to help it dry faster. I recommend using a German brand found at the commissary or on the economy to ensure compatibly with your machine. (We use Somat.)

### Dishwasher Detergent



Do not use the same soap you use when washing dishes hand. I also recommend a German brand of detergent. You can find many different brands off base that are normally cheaper and work better.

## Cleaning Dishwasher Filters – help your dishwasher to function properly!

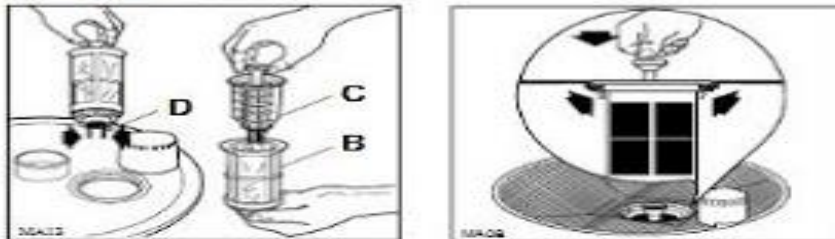
- Clean filters to ensure correct operation of your machine.

### Cleaning the Central Filters

(After each wash)

Inspect the central filters (B) and (C) and remove any scraps of food with a brush, under running water.

Filters (B) and (C) are both removed by lifting up the outer one (B) (pulling the central funnel upwards); the smaller filter (C) can then be removed by pressing the two tongues (D).



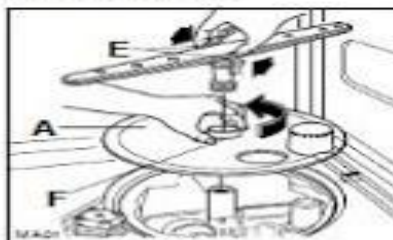
Once cleaned, refit the filters by pressing them down until they click into place.

### Cleaning the Large Filter

(Once a month)

Clean the large filter (A) on both sides under running water, using a brush.

To take it out, remove the spray arm by pressing the two tongues (E), turn the ring (F) anticlockwise (towards the left) and then slide the whole part out. Refit the filter following the above instructions in reverse order.



**Caution: the dishwasher must not be used without filters.**

**Incorrect repositioning of the filters will produce poor washing results.**

### **Extended Warranty for Appliances:**

Your landlord may have an extended warranty plan for your (i. e. Siemens) appliances. This service plan includes maintenance and repairs of large built-in appliances like the washing machine, oven, dish washer and stove.

Should you experience any problems with one of these devices, please let us know, we will contact Siemens customer service and coordinate an appointment for repair with you.

We try to be there, when the service technician arrives for the scheduled repair. Should this be not possible, due to unforeseen circumstances, we kindly ask you to show the appliance to the customer service representative, if possible explain the problem and sign the paperwork for the technician once he completed the service. In this case, please forward the signed statement to us for our records. No cost occurs for you.

### **Small electric kitchen devices:**

Whether you are using a toaster, microwave, waffle – or coffee maker: Plug it in and enjoy.

To save electricity and to avoid damage to your electronic device, make sure you pull the plug every time you are finished using it.

### **Outside / Yard Maintenance:**

Please refer to your rental contract for agreed yard maintenance.

Your landlord and you can specify yard maintenance duties here:

Hedge / tree trimming: \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: \_\_\_\_\_

Mowing: \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: when needed

Edge trimming: \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: \_\_\_\_\_

Weed pulling / removal: \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: \_\_\_\_\_

Driveway weed removal: \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: when needed

Mulch (remove old / place new): \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: \_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Fall:**

Leave removal: \_\_\_\_\_

(performed by): \_\_\_\_\_ occurrence: when needed \_\_\_\_\_

**Winter months:**

Snow removal: Usually has to be performed by the tenant. There is guidelines for each community in Germany, which regulates the snow removal each individual. Besides snow removal on the rental property, as a general guideline, you are required to remove snow around the outlines of your property approximately 50 cm to 1 m from your property line (i. e. that a stroller can be safely pass). This applies also, if there is no sidewalk.

(performed by): \_\_\_\_\_ occurrence: when needed \_\_\_\_\_

Salt: \_\_\_\_\_

Use street salt only, when needed and as less as possible. Have path to mail box clear of snow at all times! If an accident occurs due to neglected snow or ice removal on your property, you are liable.

**Yard maintenance during summer months. Useful tips and tricks:**

Yard Maintenance can be mostly edge trimming and mowing especially in summer months.

If you have a “live-fence” (hedge), twice a year the property surrounding hedge needs to be trimmed.

We /your landlord may have contracted a professional service to do the hedge and bush / tree trimmings and clippings. This service will be announced. Only access to the yard is needed!

**We would like to ask you to keep up the yard as you found it upon move-in.**

Minor clippings, leave removal, fertilizing, watering must be done throughout the year to ensure that the plants thrive. If you are unsure about a certain plant or yard area, please ask us / your landlord.



### Taking care of weeds:

During spring and summer months, dandelions grow everywhere. Their seeds usually cross large distances and due to close proximity to a field – the seeds of the dandelions populating the fields in spring and early summer will come into the yard and create a lot of little dandelion plants all over the lawn. There is a special tool available to easily remove dandelions and other comparable weeds growing in the lawn – see picture:



### Vinegar:

Vinegar is an excellent weed killer. Use it in a sprayer available at the BX or hardware stores and easily remove any weeds growing in between stones in the drive way, along the road / property line and other “stone areas” i. e. dog kennel area.

**For tougher projects** – a lot of growth in between the stones, you can either use a special scraper tool or a special brush. Both are available at the BX or in a local Baumarkt.

- scraper tool (attachment for larger handle or short handle)



This is a scraper brush to remove sand, dirt, weeds in between stones (drive way)



Keep up the maintenance and save yourself time and effort. Check the drive way after each rain for little green speks – newly growing weeds – in between the stones. Immediately spray vinegar on the weeds and they die away within a day. Preventing weed growth this way will prevent you from time consuming scraping and power washing large drive way areas.

Please don't wash your car in the drive way! German law prohibits the use of car cleaning products or any other chemicals on drive ways. Take your car to a self-wash-station (i. e. in the industrial area in Herforst or on Spangdahlem Air Base), do the right thing and prevent explosive weed-growth in the drive way.



## **Outdoors / Pond Maintenance: (Doesn't relate to everyone's rental property!)**

Our pond is a fish pond. Its fresh water source is either rain or the rain water collection tank besides the house (underground).

The fish need it quiet and we kindly ask that you don't have pets or kids bathe in it.

Please feed the fish at least every second day.

The pond pump needs regular maintenance and needs to be cleaned for proper function. Please ask us for instructions and help.

## **Outdoors / Rain Water Tank: (Doesn't relate to everyone's rental property!)**

The rain water collection tank is built into the ground, partially under the dog kennel area. It holds approximately 10.000 liters and is filled during each rain from the rain gutters / drain system on the backside of the house.

Rain water is available on all water stations around the yard (one in front of the house on the right side of the garage, one behind the garden shed, one next to the patio and one at the pump location in the dog kennel area).

The hose connection in the garage is not connected to the rain water tank – it is fresh tap water. Despite the rain water, water from this spout will cost you money!

Connect a hose to each of the stations, turn the lever, turn on the pump and use it to water the garden or for outdoor cleaning.

Note: you can use the water to clean your car – however it is illegal in Germany to wash your car in your driveway with anything other than water.

If you are using the high pressure washer with the rain water / pump system, be aware that there are pressure changes, which can lead to damage of your pressure washer. If you are unsure, please don't use it with your high pressure washer.

The pump system needs to be disconnected during winter months and reconnected during summer months. Please ask us for instructions and assistance to avoid damage to the pump and the system.

## **Cleaning the fireplace:**

The tools to clean the fireplace are placed directly next to the fireplace. Please place (hot) ashes in the metal trash can located in the garage. Once they cooled off they can be safely disposed of in the residual (black) waste bin. To clean the glass door of the fireplace use newspaper, rumple it and wet it – then wipe the glass with the wet newspaper. Most of the black residue will come off. For better results use special "Kaminofen-Glasreiniger" (special cleaner for fireplace glass) available in any Baumarkt.

## Smoke Detectors:

In accordance with German law, rental properties have to be equipped with smoke detectors in each room. The batteries of the smoke detectors (square, 9 Volt batteries) have to be replaced once a year. Once you hear a chirping-sound coming off from one of them it is time to replace the battery at last. To change the battery carefully remove the cover, remove the old battery and place the new battery in the battery slot the same way as the old battery was in it. If you have any questions and/or don't feel comfortable to do this yourself, please contact us.

## Appendices:

Here are some helpful hints for when traveling throughout Europe:

### Safety Standards for operating a bicycle in Germany



## **Mandatory items to have in your vehicle**

This list may change. When travelling to another country within Europe always make yourself familiar with local requirements.

**Belgium** - Mandatory to have warning vest and triangle, first aid kit and fire extinguisher in car. Motorcycles must have their lights on when driving in the day. Speed limit on the Autobahns is 120 km.

**Bulgaria** - Car lights must be on from 1 November to 1 March. First aid kit, warning triangle and vest along with fire extinguisher must always be in the car. Autobahn speed limit is 130 km.

**Denmark** - During the day all car lights must be on and a warning triangle and vest, first aid kit, fire extinguisher must be carried in the car - that is mandatory. Can't exceed 130 km on major highways.

**Finland** - Car lights on and warning triangle in car - mandatory. First aid kit, fire extinguisher and warning vest are optional but are recommended.

**France** - Motorcycles must drive with their lights on during the day. A warning triangle, vest (bright orange or yellow) for each person in car, first aid kit and fire extinguishers must be in car, two NF approved French breathalyzers and extra fuses and bulbs in the car for your lights and brake lights.....

**Greece** - First aid kit, fire extinguisher, warning triangle are mandatory to have in the car. Vests are optional and not required. Motorcycles must have their lights on during the day.

**Great Britain and Ireland** - On the island it is a more relaxed rule but it is recommended to have all the necessary items in the car (mentioned in all countries above). Speed is 70 mph. AND don't forget that driving in London you have to get a "sticker" to avoid paying a "congestion fee" .....

**Italy** - All motorcycles have to have their lights on during the day and it is recommended for cars as well - except for when you are driving through residential areas. You can forego having a first aid kit and a fire extinguisher but you must have a warning triangle and a vest - a vest for everyone in the car. Max speed allowed is 130 km

**Croatia** - From the last Sunday in October to the last Sunday in March - all cars must drive with their lights on. You have to have a first aid kit, warning triangle and vest in the car at all times - a vest for everyone in the car. All company vehicles must have a fire extinguisher. Max speed is 130.

**Luxembourg** - Motorcycles must have their lights on during the day and it is recommended for cars to do the same. First aid kits and fire extinguishers are recommended accessories - not mandatory - but what you do have to have is a warning triangle and vests for everyone in car. Even pedestrians have to wear a vest if they are out walking at night through dimly light areas. Max speed is 130 km.

**Holland** - Not much is necessary.....Even a warning triangle is not necessary. However; it is always recommended to have all those "accessories" in your car. Max speed is 120 km.

**Norway** - Everyone has to drive with their lights on during the day. Must have warning vests, triangle and it is recommended to have a first aid kit and a fire extinguisher.

**Austria** - On foggy and rainy days you must drive with your lights on. First aid kits and warning triangles are mandatory for cars. You also need to have vests for the driver. Fire extinguishers are only recommended. Max speed is 130 km.

**Poland** - New rule for those cars registered in Poland - have a fire extinguisher in your car. Cars not registered in Poland do not have to have it - just recommended. Everyone has to have a warning triangle. Vests, first aid kits and optional. Max speed is 140 km.

**Portugal** - Motorcycles must have their lights on during the day. Cars not registered in Portugal are not held to the same standards of carrying all the necessary accessories of first aid kits, vests, etc..... but it is always recommended to have it no matter what country you are in. Max speed is 120 km.

**Spain** - Very uncomplicated when it comes to what is mandatory and not. The only thing they are strict on is that motorcycles have their lights on during the day and that every car have a warning triangle and of course a vest in case you break down somewhere. Max speed is 120 km.

**Slovakia** - Lights on for those motorcyclists from 15 October to 15 March - also for cars. Everyone must have a first aid kit and a warning triangle. All folks in a car or even a cyclist must have a vest. For those cars registered there - they must have fuses and bulbs available in their car to be able to fix their lights and brake lights. Max speed is 130 km.

**Sweden** - Lights and warning triangles are mandatory. First aid kits and fire extinguishers are recommended. Lots of cameras if you exceed 120 km.

**Czech Republic** - Easy to remember - lights on during the day, first aid kit, warning triangle and vests are required. Fire extinguisher recommended, not mandatory. Max speed is 130 km.

**Hungary** - Outside of towns, you must drive with your car lights on. Must have a first aid kit and warning triangle. Pedestrians walking out of the city areas must also wear a vest. Max speed is 130 km.

## Speeding in Germany Fines Table



### SPEEDING IN GERMANY

The following chart gives you an idea, what kind of monetary fine to expect for speeding off-base:

KM/H	21 - 25	26 - 30	31 - 40	41 - 50	51 - 60	61 - 70	over 70
inside of town	€ 80 fine + fees for case	€ 100 fine + fees for case	€ 160 fine + fees for case 1 month suspension	€ 200 fine + fees for case 1 month suspension	€ 280 fine + fees for case 2 month suspension	€ 480 fine + fees for case 3 month suspension	€ 680 fine + fees for case 3 month suspension
outside of town	€ 70 fine + fees for case	€ 80 fine + fees for case	€ 120 fine + fees for case	€ 160 fine + fees for case 1 month suspension	€ 240 fine + fees for case 1 month suspension	€ 440 fine + fees for case 2 month suspension	€ 600 fine + fees for case 3 month suspension

### FAILURE TO KEEP SUFFICIENT DISTANCE FROM PRECEDING VEHICLE

Distance less than .../10 of half of the speedometer	Speed 80 - 100 km	Speed 100 - 130km	Speed over 130 km
5/10	75 €	75 €	100 €
4/10	100 €	100 €	180 €
3/10	160 €	160 € (1 month suspension)	240 € (1 month suspension)
2/10	240 €	240 € (2 month suspension)	320 € (2 month suspension)
1/10	320 €	320 € (3 month suspension)	400 € (3 month suspension)

The above amounts do not include fees for the case. You have to add another 25 - 30 € for the proceedings.

This is ruled in the German Road Traffic Ordinance (STVO)

**Points for moving violations will be assessed according to Spangdahlem ABI31-104 dated 05 December 2013, Table A2.1.**

## **Local Veterinarians - Speak English & Accept VAT**

### **Dr. Simon**

Mühlenstraße 1, 54518 **Niersbach**

Phone: 06575 9030360

Open: Mon-Fri, 16:00 - 18:30h

Closed on Wednesdays

### **Dr. Müller & Dr Rohmer**

Kapellenstraße 1 , 45622 **Speicher**

Phone: 06562 930081

Open: Mon-Fri, 08:30-12:00h & 16:00-19:00h

### **Dr. Kuntze**

Burgstrasse 24, 54636 **Bickendorf**

Phone: 06569 - 250

Open: Mon-Fri, 08:30-18:30h

Sat: 08:30-12:00h

### **Dr. Frideres**

Mozartstraße 4, 54634 **Bitburg**

Phone: 06561 8767

Open: Mon-Fri, 08:00-12:00h & 14:00-18:00h

Closed Wednesday Afternoon

### **Dr. Mattern**

Ringstrasse 32, 54647 **Dudeldorf**

Phone: 06565/93053

Open: Mon-Fri, 11:00-12:30h & 17:00-19:00h

Sat: 11:00-12:30h

Vet Klinik 24 hour ER service:

### **Vet Clinic 24 hour ER service:**

Tierklinik Trier, **Dr. Kornberg**

Pellinger Straße 57, 54294 **Trier-Feyen**

Phone: 0651 938660

Open: 24 hour ER service

Regular Hours: Mon-Fri 09:00-12:00h & 14:00-18:30h

Closed Wednesday Afternoon

Saturday 10:00-12:00h

**AFTER HOURS NUMBER:** 0171-8201720

## Shopping in Germany.

To facilitate your shopping, print out a copy of this list and take it with you for grocery shopping off base:

### Shopping List

- |  |  |
|--|--|
| <input type="checkbox"/> Eggs/ Eier                            | <input type="checkbox"/> Coffee filters/ Kaffeefilter                          |
| <input type="checkbox"/> Baking Powder/ Backpulver (different) | <input type="checkbox"/> grounded Almonds/ gemahlene Mandeln                   |
| <input type="checkbox"/> Pickels/ Gewürzgurken (NOT sweet)     | <input type="checkbox"/> grounded Hazelnuts/ gemahlene Haselnüsse              |
| <input type="checkbox"/> Sauce/ Soße                           | <input type="checkbox"/> Flour/ Mehl   |
| <input type="checkbox"/> Apple Sauce/ Apfelmus                 | <input type="checkbox"/> - Spelt/ Dinkel, wheat/ Weizen, whole grain/ Vollkorn |
| <input type="checkbox"/> Bread/ Brot                           | <input type="checkbox"/> Bread Rolls/ Brötchen                                 |
| <input type="checkbox"/> _____                                 | <input type="checkbox"/> _____   |
| <input type="checkbox"/> _____                                 | <input type="checkbox"/> _____   |
| <input type="checkbox"/> _____                                 | <input type="checkbox"/> _____   |

- |  |  |
|--|--|
| <b>Bathroom/ Bad</b>                               | <b>Household Items</b>                                     |
| <input type="checkbox"/> Shampoo/ Shampoo          | <input type="checkbox"/> Dish Soap/ Spülmittel             |
| <input type="checkbox"/> Conditioner/ Spülung      | <input type="checkbox"/> Sponge/ Schwamm                   |
| <input type="checkbox"/> Deep Conditioner/ Haarkur | <input type="checkbox"/> Window Cleaner/ Fensterreiniger   |
| <input type="checkbox"/> Shower gel/ Duschgel      | <input type="checkbox"/> Kitchen Paper Towels/ Küchenrolle |
| <input type="checkbox"/> Deodorant/ Deodorant      | <input type="checkbox"/> Soap/ Seife                       |
| <input type="checkbox"/> Toothbrush/ Zahnbürste    | <input type="checkbox"/> Baking Soda/ Back Natron          |
| <input type="checkbox"/> Q-Tips/ Wattestäbchen     | <input type="checkbox"/> curd soap/ Kernseife              |
| <input type="checkbox"/> Cotton rounds/ Watte pads | <input type="checkbox"/> washing soda/ Reine Soda          |
| <input type="checkbox"/> Toothpaste/ Zahnpasta     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |
| <input type="checkbox"/> _____                     | <input type="checkbox"/> _____                             |

Notes:



## Shopping List

### Milchprodukte/ Dairy

- Yoghurt/ Joghurt
- Pudding/ Pudding
- Greek Yoghurt/ Griechischer Joghurt
- Butter/ Butter
- Milk/ Milch
- Cheese/ Käse
- shredded cheese/ Reibekäse
- Liquid whipped cream/ Süße Sahne
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Meats/ Fleisch

- Beef/ Rindfleisch
- Pork/ Schweinefleisch
- Chicken/ Huhn or Hähnchen
- Turkey/ Truthahn
- Lamb/ Lamm
- Deer/ Hirsch
- Fierce/ Wild
- Poultry/ Geflügel
- Ham/ Schinken
- Cold Cuts/ Aufschnitt
- Bacon/ Speck
- Baconbits/ Würfelschinken
- Chicken breast/ Hähnchenbrust
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Fish/ Fisch

- Salmon/ Lachs
- Tuna/ Thunfisch
- sea fruit/ Meeresfrüchte
- \_\_\_\_\_

### Other

- Noodles/ Nudeln
- Rice/ Reis
- Mashed Potatoes/ Kartoffel Püree
- Spices/ Gewürze
- Pepper/ Pfeffer, Salt/ Salz
- Mustard/ Senf
- Ketchup, Mayonnaise/ Majonäse
- Vinegar/ Essig, Oil/ Öl

### Fruits/ Obst

- Apples/ Äpfel
- Pears/ Birnen
- Bananas/ Bananen
- Lemons/ Zitronen
- Watermelon/ Wassermelone
- Strawberries/ Erdbeeren
- Raspberries/ Himbeeren
- Blueberries/ Heidelbeeren
- Plums/ Pflaumen or Zwetschgen
- \_\_\_\_\_
- \_\_\_\_\_

### Vegetables/ Gemüse

- Cucumbers/ Gurken
- Iceberg lettuce/ Eisberg Salat
- head of lettuce/ Kopfsalat
- Tomatoes/ Tomaten
- Potatoes/ Kartoffeln
- Onions/ Zwiebeln
- Green Onions/Lauchzwiebeln, Schnittlauch
- Radish/ Radieschen
- Cabbage/ Kohl
- Garlic/ Knoblauch
- Carrots/ Karotten
- Kale/ Grünkohl
- Beans/ Bohnen
- Brussel sprouts/ Rosenkohl
- Mushrooms/ Pilze
  - Champions, - Pfifferlinge, - Waldpilze
- Corn/ Mais
- Peas/ Erbsen
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- Kaffee/ Coffee
  - (beans/ Bohnen, powder/ Pulver)
- Tea/ Tee
  - Herbal Tea/Kräutertee, fruit tea/ Früchtetee
  - black, green tea/ schwarzer, grüner Tee
- Cereal/ Müsli
- Honey/ Honig
- Sugar/ Zucker

## English Template Utility Bill



STADTENTWÄSSERUNG  
KAISERSLAUTERN



SWK Stadtwerke Kaiserslautern Versorgungs-AG - Birnheckstraße 14 - 87654 Kaiserslautern

Page 1 of 13

**P** PREMIUMADDRESS  
BASIS  
BWF  
AE207 A

Herrn  
Max Mustermann  
Musterstraße 1  
12345 Musterstadt

Consumption point:  
Max Mustermann  
Musterstraße 1  
12345 Musterstadt

<b>Contract/fee account 87654</b>	
Please always supply	
<b>Date</b>	19.12.13
<b>Customer no.</b>	10203040
<b>Contact partner</b>	Customer services
<b>Tel.</b>	0631/8001 - 1200
<b>Fax</b>	0631/8001 - 1000
<b>E-mail</b>	kundenservice@swk-kl.de
<b>Homepage</b>	www.swk-kl.de
<b>Business hours</b>	Monday – Friday 8 a.m. – 5 p.m.

Invoice/notification: 50000123456789

### Calculation overview Invoice + notification of charges

Dear Mr. Mustermann,

For the invoicing period from **Jan. 1, 2012 – Dec. 31, 2012**, we hereby invoice you for the following consumption and/or the following fees are levied:

Division		Amount
Overview Electricity	incl. EUR 104,87 VAT.	886,71 EUR
Overview Gas	incl. EUR 245,43 VAT.	1.537,17 EUR
Overview Water	incl. EUR 7,07 VAT.	108,00 EUR
Overview of wastewater/surface water fees		89,70 EUR
<b>Sub-total</b>		<b>2581,58 EUR</b>
Installments paid, electricity	incl. EUR 87,81 VAT.	-880,00 EUR
Installments paid, electricity	incl. EUR 239,49 VAT.	-1.500,00 EUR
Installments paid, water	incl. EUR 8,54 VAT.	-100,00 EUR
Installments paid, wastewater/surface water		-80,00 EUR
<b>Sum of Installments paid</b>		<b>-2520,00 EUR</b>
<b>Sub-total</b>		<b>61,58 EUR</b>
Payment claim for 1 <sup>st</sup> installment		232,00 EUR
<b>Total amount (our payment claim)</b>		<b>293,58 EUR</b>

We will debit the total amount of EUR 293,58 on January 31, 2013 from the following bank account:

IBAN: DE3454050111123456789	BIC: MALADE51KUS
Account no.: 123456789	Bank code: 54050110
Bank name: Stadtparkasse Kaiserslautern	Client reference: 000000123456

The detailed calculations including the assessment, levies and tax are enclosed.

AE207

## English Hotline T-Mobile / Telekom:

<http://www.telekom.de/kontakt/hotline-englisch>

The screenshot shows the Telekom Deutschland website interface. At the top left is the Telekom logo (T with three dots). To the right is the slogan "ERLEBEN, WAS VERBINDET." and navigation links for "Kundencenter", "Kontakt", "Newsletter", "Freunde werben", and "Telekom Shops". Below this is a search bar with the placeholder "Bitte Suchbegriff eingeben ..." and a "Suchen" button. The main navigation bar includes "Privatkunden", "Geschäftskunden", and "Über das Unternehmen". The "Privatkunden" section is active, showing sub-tabs for "Zuhause", "Mobil", "MagentaEINS", and "Hilfe & Service". The "Hilfe & Service" tab is selected, displaying a sidebar with "Kundencenter Login" (for fixed network, internet, TV, and mobile) and "Hilfe & Service" (for fixed network, internet, TV, and mobile). The main content area features the headline "Our call center agents are looking forward to helping you:" followed by contact information for "Sales and customer service". It lists two phone numbers: "0800 330 1080" for the "Fixed line network" and "0800 330 2202" for "Mobile telephony", both available from Monday to Friday, 8 am to 8 pm. Below this, there is a section for "Service hotline in another language:" with flags for Germany, the United Kingdom, and Turkey. The footer contains social media links (Facebook, Twitter, YouTube, Service-Forum, Feedback-Community, Business Community, Blog.Telekom), legal information (© Telekom Deutschland GmbH, Impressum, AGB, Verbraucherinformationen, Jugendschutz, Haftungsausschluss, Datenschutz, Umweltschutz), and a navigation menu with links to "Zuhause", "Mobilfunk", and "Telekom Partnerwelt". A disclaimer at the bottom states: "Alle Preise verstehen sich inklusive 19 % Umsatzsteuer. Für das Versenden von Geräten fallen Versandkosten in Höhe von 6,95 Euro an. Bei Zahlung per Nachnahme übernimmt die Telekom die zusätzlich anfallende Nachnahmegebühr in Höhe von 2,00 Euro. Der Versand erfolgt in einer umweltfreundlichen Verpackung." Below the disclaimer are category links: "Telefon, Internet", "Telefon, Internet, Fernsehen", "Festnetz, Mobilfunk", "Zubuchoptionen", and "Mobilfunk".