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1. Summary

1.1. What is the aim behind the Energy Costs credit?

Inflation is increasing, not least because of increasing energy prices. To combat these price rises, the Federal Government has decided to provide a one-off payment totalling 150 euros to taxpayers.

1.2. How much is the Energy Costs Credit worth?

The Energy Costs Credit is worth 150 euros per taxpayer and household. Once it has been redeemed, the credit will be deducted automatically from your household's energy supply contract. Only the individual responsible for paying the electricity bill under the contract can redeem the credit voucher.

1.3. How do I get the Energy Costs Credit?

The Energy Costs Credit will be provided in the form of a voucher. A voucher will be sent to every address in Austria that is registered as the primary residence of one or more individuals. The voucher can be redeemed for any household with an existing electricity supply contract, provided the household income does not exceed the income threshold.

The voucher must be filled in before it can be redeemed. The electricity supplier will apply the discount to your annual or final bill at some point from June 2022 onwards.

1.4. Why am I getting a voucher?

Because you are registered in the Central Register (Zentrales Melderegister) as having your main residence at the address on the voucher.

1.5. Under what circumstances can I redeem this voucher?

You can redeem this voucher, if:

- the address on the voucher was your main residence for at least one day between 15 March 2022 and 30 June 2022;
- you are a paying customer of an electricity supplier, and;
- your income does not exceed a set upper threshold.

2. General questions

2.1. How can I find out who is responsible for paying the electricity bill for my property?

You can look this up in your electricity supply contract. Alternatively, you can log in to your supplier's web portal, which will give you all the information you need (including a copy of your contract).

2.2. What should I do with the voucher once it is filled in?

Once you have checked that you are the beneficiary of the voucher, you can return the voucher either electronically using the QR code (in the top right of the letter that came with your voucher) or by post using the enclosed returns envelope. Vouchers returned after 31 October 2022 will not be recognised as valid under any circumstances.

Once we have checked and approved the voucher, it will be sent automatically to your electricity supplier, which will credit your annual or final bill with 150 euros in or after June 2022.

You cannot return the voucher directly to your electricity supplier.

You can redeem your voucher quickly and easily online at www.energiekostenausgleich.gv.at.

2.3. Is the credit taxable?

No. The credit is not taxable and is not treated as a state benefit.

2.4. What is the legal basis for the Energy Costs Credit?

The legal conditions governing the Energy Costs Credit are set out in the Energy Costs Credit Act (*Energiekostenausgleichsgesetz*) 2022 (EKAG 2022).

2.5. Does the voucher cover gas bills, or is it just for electricity?

The voucher can only be redeemed against electricity supply contracts.

2.6. When will my energy bills go up?

Energy suppliers adjust their prices at different times. Usually, adjustments to prices will not be reflected until your next annual bill, which is when any additional payments are made. This is why the credit is paid when you receive your annual bill. If your electricity supplier adjusts your instalment payments earlier and you find yourself struggling to pay them, please contact your electricity supplier directly.

2.7. Can I transfer my credit voucher to someone else?

Anyone who is primarily resident at the address and named as a party to the electricity contract can redeem the voucher. For more details, please refer to the relevant conditions.

You cannot transfer the credit to another address, since each voucher is linked to a specific address.

2.8. I do not want to receive the Energy Costs Credit. What do I need to do?

Unless you redeem the voucher online or by returning it in the envelope provided, you will automatically lose the Energy Costs Credit, so you do not need to take any further action.

2.9. Can I use the voucher for a different address?

No. The voucher is linked to the specific address printed on it.

2.10. I have a second home; will I get a credit for it?

No. Credits will not be issued for second homes. You cannot redeem the credit unless the address on it is your main residence.

2.11. I had more than one registered main residence between 15 March and 31 October 2022. How many vouchers can I redeem?

Each person can only redeem one voucher, regardless of how many properties they were registered at during this period.

2.12. Under what circumstances am I ineligible for the Energy Costs Credit?

You will be deemed ineligible for the Energy Costs Credit if you are not registered as primarily resident in Austria, if you do not pay an electricity bill, or if your household income is above a certain threshold.

2.13. Can you claim the Energy Costs Credit if you also receive Inflation Credit (*Teuerungsausgleich*)?

Yes, you can. The measures the Federal Government is taking to offset inflation are means-tested to ensure they are fair. Most people in this situation will receive a total of 450 euros.

3. Requirements

3.1. Under what circumstances can I redeem this voucher?

You can redeem this voucher if:

- the address on the voucher was your main residence for at least one day between 15 March 2022 and 30 June 2022,
- you are a paying customer of an electricity supplier, and
- your income does not exceed a set upper threshold.

3.2. What is the income threshold for the scheme?

For the purposes of the income threshold, a distinction is made between "single-occupancy households" and "multiple-occupancy households":

- Single-occupancy households
 - ✓ This is when you are the only person living at your main residence, or when you live together with one or more other individuals who are not registered as primarily resident at the address.
 - ✓ The threshold is €55,000 per year. This figure is based on the maximum basis for contributions under the General Social Insurance Act (*Allgemeines Sozialversicherungsgesetz* - ASVG), which amounts to €5,670 gross per month. This gross figure is then multiplied by 12 to convert it to an annual income of €68,040. Once social security contributions and allowable expenses are deducted from this gross annual figure, the gross annual income after deductions amounts to €55,000. The threshold only applies to the individual registered as primarily resident at the address; the incomes of any other occupants are not taken into account.
- Multi-occupancy households:
 - ✓ This is when you live at your main residence with a one or more individuals who is/are also registered as primarily resident at the address, and you live together within the same household.
 - ✓ The threshold is €110,000 per year. This figure equates to twice the maximum basis for contributions as set out in the ASVG, which amounts to approximately €11,340 gross per month, minus deductions for social security and allowable expenses.
 - ✓ In this situation, income is calculated by adding together the incomes of all the individuals who are primarily resident at the address and are over the age of 18.
For the purposes of the calculation, "income" is defined as your taxable income before payment of payroll and income tax i.e., the difference

between your income (or business income) and any business expenses and/or allowable expenses (including social security contributions).

To sum up, "income" for the purposes of the scheme is calculated neither gross, nor net. This is to ensure that everyone is treated equally, including those who have multiple sources of income (for example, income from rented property as well as earnings from employment and/or self-employment).

3.3. How can I check whether I am within the upper income threshold?

- If you have received your income tax assessment for 2020 and it was issued before 15 March 2022, your total income for the purposes of the credit will be the same as the figure shown under "*Gesamtbetrag der Einkünfte*" (total amount of income) in your assessment for 2020.
- If you have not received your income tax assessment for 2020, but have received an income tax assessment for 2019 issued before 15 March 2022, your total income for the purposes of the credit will be the same as the figure shown under "*Gesamtbetrag der Einkünfte*" (total amount of income) in your assessment for 2019.
- If you have not received an income tax assessment for 2020 or for 2019, but were employed during 2021, your income is deemed to be the figure shown in section 245 of your (annual) pay slip (Form L 16) for 2021. If you have more than one pay slip, you should add the figures together to determine your total income. You can also view your pay slip for 2021 on FinanzOnline.
- You will also be entitled to the Energy Costs Credit if you can credibly demonstrate that your income for 2021 was under the threshold.
- For multi-occupancy households, you should calculate the total income by taking the individual incomes of all the members of the household who were at least 18 years of age as of 15 March 2022, and adding them together.

3.4. How can I get my pay slip?

You can see your annual pay slip for 2021 on FinanzOnline. All employees can also request a copy of their pay slip from their employer.

3.5. Where can I find my total income on my income tax assessment?

For full details of how your income is calculated, click [here](#) (information in German only).

3.6. Can I redeem the voucher if my income is over the maximum threshold?

No. If your income is above the threshold, you must not attempt to claim the voucher. If you are paid an Energy Costs Credit to which you are not entitled, you will have to repay it.

3.7. How can I check the upper income threshold?

You can find full details of the threshold [here](#) (information in German only).

3.8. Do you check whether my income is below the maximum threshold?

Yes. The Federal Government's Accounts Service (*Buchhaltungsagentur*) will check whether you are actually eligible to redeem the voucher.

3.9. Where can I get hold of my income tax assessment for 2020 or 2019?

Your income tax assessments are sent to you automatically as soon as they have been drafted. You may have received them electronically via FinanzOnline.

You can download your income tax assessments for previous tax years from FinanzOnline whenever you need them. If you do not have access to FinanzOnline, you can also call 050 233 233 to request a copy.

3.10. In previous years my income was above the income threshold, but I am currently unemployed. Can I redeem the voucher?

No. Eligibility for the Energy Costs Credit is based solely on the 2019 and 2021 tax years.

3.11. What is the definition of a multiple-occupancy household?

A household is deemed to be multiple-occupancy if it is the main residence for more than one person, and if the individuals registered there live together as part of the same household group.

3.12. How exactly is income calculated for multiple-occupancy households?

Only earnings for people who reached the age of 18 by 15 March 2022 are taken into account.

The income/earnings of each individual in the household must be calculated separately and then added together to find the total household income.

3.13. What information do I need to provide on the voucher?

To redeem your voucher, please check the fields on your voucher and add additional information as required. You will need to provide:

- Your full metering point reference or metering point number (you can find it on your bill or your energy supply contract). This field is mandatory.
- Your electricity supplier's customer reference (which will be on your annual bill).
 - Your surname and given name (as shown in the customer data held by your electricity supplier and on your annual bill). This field is mandatory.
 - Your date of birth (mandatory field).
 - Your e-mail address and phone number in case of any queries.
- The name of your electricity supplier (mandatory field).
- Confirmation that you concluded the contract with the electricity supplier (mandatory field).
- Confirmation that your annual income does not exceed the maximum threshold (mandatory field).

Important:

- Please confirm that your income does not exceed the maximum income threshold by filling in the relevant (mandatory) field on your voucher.
- If your income is above the threshold, you must not attempt to redeem the voucher. If you are paid an Energy Costs Credit to which you are not entitled, you will have to repay it.

4. Vouchers

Claiming and receiving vouchers

4.1. How and when will vouchers be sent out?

The vouchers will be sent out from the end of April onwards. They will be sent to all addresses at which at least one person was registered as primarily resident as of 15 March 2022.

If you have not received a voucher by July 2022, you can request one at www.oesterreich.gv.at/energiekostenausgleich or by telephoning 050 233 798. All requests must be made by 31 August 2022. Please be aware that waiting times may be longer at certain times of day.

4.2. Has the voucher for my address already been sent out?

You can check whether vouchers have been issued in your area by entering your postcode on www.oesterreich.gv.at/energiekostenausgleich.

4.3. There are multiple households at my address, but we have only received one voucher for the building. What can I do about that?

You can claim a new voucher until 31 August 2022 at www.oesterreich.gv.at/energiekostenausgleich, or by phone on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

4.4. I have still not received a voucher, but I am sure I am entitled to one. What do I need to do?

The vouchers will be sent out until June. If you have not received your voucher by then, you can check whether vouchers have been issued in your area by entering your postcode on www.oesterreich.gv.at/energiekostenausgleich.

If vouchers have already been sent out in your area, you can request a new one on the website, or by contacting the Energy Costs Credit Hotline on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

Our chatbot Mona can also answer a lot of questions for you (in German only). You can find her at <https://chat.oesterreich.gv.at/> (and in a few other places, too).

Filling in and redeeming the voucher

4.5. What information do I need to provide on the voucher?

To redeem your voucher, please check the fields on your voucher and add to them as required. You will need to provide:

- Your full metering point reference (you can find it on your bill or your energy supply contract). This field is mandatory.
- Your electricity supplier's customer reference (which will be on your annual bill).
 - Your surname and given name (as shown in the customer data held by your electricity supplier and on your annual bill). This field is mandatory.
 - Your date of birth (mandatory field).
 - Your e-mail address and phone number in case of any queries.
- The name of your electricity supplier (mandatory field).
- Confirmation that you concluded the contract with the electricity supplier (mandatory field).

- Confirmation that your annual income does not exceed the maximum threshold (mandatory field).

4.6. What do I need to be aware of when filling in and redeeming the voucher?

You can find full instructions on how to fill in and redeem the voucher on "[In wenigen Schritten zum Energiekostenausgleich \(A Step-by-Step Guide to Claiming Energy Costs Credit\)](#)".

4.7. Who can redeem the voucher?

You can find detailed information about that [here](#) (information in German only).

4.8. What should I do with the voucher?

You need to provide us with the required details before the credit can be applied. You can send us these details electronically or by post. The easiest way to redeem your voucher is to do it electronically at energiekostenausgleich.gv.at. You must return your voucher to us so we can check it and forward it to your electricity supplier.

4.9. How does the electronic system for returning the voucher work?

You can redeem the voucher online at www.oesterreich.gv.at/energiekostenausgleich. (information in German only).

4.10. How can I send the voucher back by post?

Please use the stamped, addressed envelope that comes with your voucher. If you do not have the envelope for any reason, you can send your voucher to the address below (remember to pay the postage and put a stamp on the envelope):

Energiekostenausgleich
Postfach 735
1000 Wien

Other questions about vouchers

4.11. I have lost my voucher. Can I claim a new one? If so, what is the deadline?

Yes, you can claim a new voucher until 31 August 2022 at www.oesterreich.gv.at/energiekostenausgleich, or by phone on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

If you have your voucher but have lost the return envelope, send the voucher to the address below:

Energiekostenausgleich
Postfach 735
1000 Wien

4.12. Is there a deadline by which you have to be registered as resident at your address in the Central Register (ZMR) in order to receive the voucher?

To receive the voucher, the delivery address must have been registered as your main residence in the Central Register by 15 March 2022.

If someone wants to claim an extra Energy Costs Credit voucher for your address, that person must be registered in the Central Register as resident at the delivery address for the voucher.

4.13. I have recently moved house. Which address will my voucher be for?

If you have not redeemed the voucher for your previous address, please request a new one for your new address. You will not be able to redeem a voucher for your old address against your electricity bill at your new address.

Be aware that you can only redeem one voucher per person.

4.14. How can I request new or additional vouchers?

You can request a new voucher until 31 August 2022 on www.oesterreich.gv.at/energiekostenausgleich, or by phone on 050 233 798. You will not be able to request vouchers after that date.

4.15. I registered my main residence after 15 March 2022. How do I get a voucher?

You can request a new voucher until 31 August 2022 on www.oesterreich.gv.at/energiekostenausgleich, or by phone on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

4.16. I have made a mistake filling in the paper voucher. How can I correct it?

As a rule, we recommend using our online service, which you can find at www.energiekostenausgleich.gv.at.

If you need additional paper vouchers, you can request them until 31 August 2022 by going to www.oesterreich.gv.at/energiekostenausgleich or by phone on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

4.17. I entered the wrong details when I redeemed my voucher. Can I still change them?

If the voucher cannot be redeemed, and if you have provided your e-mail address, you will receive an e-mail with instructions on how to correct your details.

You can also check whether your voucher has been processed online on www.oesterreich.gv.at/energiekostenausgleich using your voucher number and ID number. If the system shows the voucher could not be redeemed, you will receive instructions on what to do next.

4.18. I moved abroad after 15 March 2022. Can I redeem a voucher?

As long as you still have a valid energy supply contract in Austria, you can redeem the voucher. If you no longer have a valid contract, you cannot redeem a voucher.

4.19. I have already redeemed my voucher. Will I get confirmation that it has been accepted?

Yes. If you have given us an e-mail address, you will receive confirmation that the voucher has been accepted by the electricity supplier. You can also check the status of your voucher at www.oesterreich.gv.at/energiekostenausgleich.

4.20. Can I redeem more than one voucher?

No. You can only redeem one voucher per person.

4.21. I sent my voucher to my electricity supplier. Will it still be applied to my bill?

No. The voucher can only be redeemed online at www.energiekostenausgleich.gv.at or by returning it to the address on the returns envelope.

If you need to, you can request a new voucher at www.oesterreich.gv.at/energiekostenausgleich or by telephoning 050 233 798. Please be aware that waiting times may be longer at certain times of day.

4.22. Does the other named party to the electricity supply contract (i.e., the electricity supplier) have to fill in/redeem the voucher?

No. You need to fill in and redeem the voucher yourself. Once you return the voucher, it will automatically be sent to the electricity supplier, who will apply it to your annual bill.

4.23. How does my electricity supplier know whether I have redeemed the voucher?

Once we have checked and approved the voucher, it will automatically be sent to your electricity supplier. They will immediately be able to see in their system that the voucher has been redeemed.

4.24. What checks are carried out before the voucher is finally accepted?

We check whether the beneficiary is primarily resident at the address on the voucher, and whether they are responsible for paying the electricity bill.

4.25. I am planning to move house. When should I redeem my voucher?

You can redeem the voucher at any time. If you will be moving after 30 June 2022, we recommend you redeem the voucher as soon as you receive it. If you are moving before that date, we advise you to claim a voucher for your new address after 1 July 2022.

4.26. Do I have to send any other documentation (e.g. my electricity supply contract) with the voucher?

No. Please do not send any other documentation with the voucher. Any other documents sent to us will not be returned to you, and will be destroyed.

4.27. When does the voucher take effect? When will the credit be deducted from my electricity bill?

Once the credit is redeemed, your energy supplier will deduct it from your next annual or final electricity bill.

4.28. What should I do if I have redeemed a voucher I was not entitled to redeem?

Please contact the Energy Costs Hotline on 050 233 798. You will be required to repay the 150 euros.

4.29. How do you check whether I have redeemed the voucher correctly?

A number of different checks are carried out, and all vouchers will be checked by the Federal Government's Accounts Service (*Buchhaltungsagentur*) once they have been credited. If you have claimed a credit to which you are not entitled, the Accounts Service has the power to make you repay it, and to launch criminal proceedings against you.

4.30. What happens if I try to redeem a voucher I am not entitled to?

If you redeem a voucher you are not entitled to, you will have to repay the 150 euros. This specifically also applies if your income is above the maximum income threshold. You may also be prosecuted for claiming a credit to which you are not entitled.

4.31. Can I redeem the voucher in cash?

No. The voucher can only be paid as a credit against your annual or final electricity bill.

4.32. Will a credit be paid after the energy supplier has applied the Energy Costs Credit in the annual or final bill?

The credit is applied to the annual bill with a view to covering future payments as far as possible. Any credit remaining once your final bill has been paid will be refunded to you.

4.33. One of my relatives redeemed the voucher, but they have since passed away. Will the credit still be applied?

Yes. The credit will be applied to the final bill.

4.34. I have already redeemed my voucher. Has it been credited yet?

You can check the status of your voucher anytime at

www.oesterreich.gv.at/energiekostenausgleich.

4.35. I moved house after 15 March 2022 and changed my main residence. Can I redeem the voucher for my previous address?

If you move house, you should claim and submit a new voucher for your current (i.e., new) house. The best way to do this is to fill in the online form at

www.energiekostenausgleich.gv.at.

5. Metering point references (also known as metering point numbers)

5.1. Where can I find the details for my metering point (Zählpunkt)?

You can find the number and/or reference for your metering point on your contracts with your electricity supplier and network operator. These details are NOT shown on your electricity meter.

You can also find the reference for your metering point online on your electricity supplier's webportal, along with full details of your energy supply contract. Alternatively, you can contact your electricity supplier's customer service centre.

Meter point references are a sequence of 33 letters and numbers, and they usually start "AT00". Please make sure you provide a metering point reference for your energy usage, as opposed to any electricity you are sending back to the grid (for example via solar panels).

You can find an example of an electricity bill from a supplier looks like [here](#).

5.2. What is a metering point number/reference?

The metering point reference (also known as a metering point number) is a 33-digit number that usually starts with the letters "AT". Your metering point reference will be shown on your electricity supply contract.

5.3. The number on my electricity meter is in a different format to the one described on the voucher. How should I enter this number?

You are looking at the meter's serial number, rather than the metering point reference. You need to enter the metering point reference. You can find the number and/or reference for your metering point on your contracts with your electricity supplier and network operator. Meter point references are sequences of 33 letters and numbers, and they usually start "AT00".

You can also find the reference for your metering point online on your electricity supplier's webportal, along with full details of your energy supply contract.. Alternatively, you can contact your electricity supplier's customer service centre.

5.4. What meter point reference should I enter?

You need to provide the meter point reference on your electricity supply contract or network agreement. Please make sure you provide a metering point for your energy usage, as opposed to any electricity you are sending back to the grid (for example via solar panels).

You can also find the reference for your metering point online on your electricity supplier's webportal, along with full details of your energy supply contract.. Alternatively, you can contact your electricity supplier's customer service centre.

5.5. We have installed our own sub-meters in our building so we can split energy costs between households. Can we redeem a voucher for each individual household and sub-meter?

No. You can only redeem vouchers for meters installed by the network operator. Meters installed by network operators function as metering points and are assigned to specific suppliers, whereas self-installed meters are not recognised within the energy market.

6. Electricity suppliers

6.1. Who is my electricity supplier?

You can look this up in your electricity supply contract. Alternatively, check your last annual electricity bill or instalment agreement.

6.2. I have changed my name, but I have not notified my electricity supplier of the change. Can I still redeem the voucher?

If you find you cannot redeem your voucher, please change your name in your electricity supplier's records, then try again to redeem the voucher.

6.3. I have redeemed my voucher, but it has not been applied to my annual/final bill. Who should I contact to sort this out?

If your latest annual bill was issued less than two weeks after you redeemed your voucher, the voucher will not be credited until the following year. If you have any other queries about your bill, please contact your electricity supplier.

You can also check the status of your voucher at www.oesterreich.gv.at/energiekostenausgleich.

6.4. What happens if my electricity bill is less than the 150 euros I receive in credit?

The credit will still be applied to your account, and you can use the resulting credit on your account for future bills.

6.5. What should I do if I can no longer pay my instalments during the year?

Please contact your energy supplier to arrange for your instalments to be reduced. You can also make use of the energy advice services available in each of Austria's federal provinces.

6.6. How does my electricity supplier find out that I want to redeem the voucher?

Once the voucher is redeemed, your electricity supplier will be informed automatically using an electronic system, and the 150 euros will be deducted from your annual bill.

6.7. I recently received my annual bill. When will my voucher be credited to my account?

The credit will be applied to your next annual or final bill.

6.8. I have two contracts for my electricity supply; one with the network operator and one with my electricity supplier. Which contract does the Energy Costs Credit apply to?

The Energy Costs Credit will be applied to your contract with your electricity supplier. The credit applies to your electricity supply contract only, and not to the bill issued by the network operator.

6.9. I can't/don't want to wait until my next annual bill before the voucher is credited. Can the voucher be credited against my next instalment payment?

The voucher cannot be credited against partial payments or instalments.

If you are struggling to afford your instalments, please contact your electricity supplier. You can arrange for your instalments to be reduced.

6.10. I have changed my electricity supplier. Which supplier will apply my voucher?

The voucher will be applied by whichever supplier has a valid contract for the relevant metering point at the time when the voucher is redeemed.

6.11. Will it be a long time before the 150 euros are credited to my annual bill?

Energy suppliers adjust their prices at different times. Usually, adjustments to prices will not be reflected until your next annual bill, which is when any additional payments will be made. This is why the credit is paid when you receive your annual bill. If your electricity supplier adjusts your instalment payments earlier and you find yourself struggling to pay them, please contact your electricity supplier directly.

6.12. My main residence is at the address on the voucher, but I am not the named party under the electricity supply contract. Can I still redeem the voucher?

No. You must be the named party under the electricity supply contract.

6.13. I do not own my flat, but I am the named party under the electricity supply contract. Can I redeem the voucher?

Yes. Eligibility is based on whether you are named as the party to the supply contract, not whether you own or rent the property.

6.14. More than one person is registered as primarily resident at my address in the Central Register (ZMR), but we lead separate lives (i.e., we are not "living together" as such). What are the rules for people in our situation?

The address will be treated as a multi-occupancy household.

6.15. We are jointly responsible for paying our energy bills (i.e., the contract is made out in both of our names). Can we redeem two vouchers?

No. You can only redeem one voucher per household.

6.16. If a company concluded the electricity supply contract for the property, can the company redeem the voucher?

No. The voucher can only be redeemed if an individual/natural person is responsible for paying the bill and also meets the other two requirements for the scheme.

7. Errors and troubleshooting

7.1. I want to redeem the voucher online, but I get an error message telling me the voucher number is wrong. What do I need to do?

Please check that you have entered the correct number. If the number is definitely correct and you are still seeing the same error message, contact the Energy Costs Credit Hotline on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

7.2. I want to redeem the voucher online, but I get an error message telling me the voucher has already been redeemed. What do I need to do?

Each voucher can only be redeemed once. If you have not redeemed the voucher, check whether someone else in your household has already redeemed it.

If you need another voucher for an additional household within the same building, you can request one until 31 August 2022 by going to www.oesterreich.gv.at/energiekostenausgleich or telephoning 050 233 798. Please be aware that waiting times may be longer at certain times of day.

7.3. How can I check whether my voucher has been approved?

You can only redeem a voucher if the relevant address is your main (i.e., primary) residence. If you find you cannot redeem a voucher for your main residence, contact the Energy Costs Credit Hotline on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

You can also check whether your voucher has been processed online on www.oesterreich.gv.at/energiekostenausgleich using your voucher number and ID number. If the system shows the voucher could not be redeemed, you will receive instructions on what to do next.

7.4. I want to redeem the voucher online, but I get an error message telling me the metering point reference is wrong. What do I need to do?

Please double-check the metering point reference or metering point number. Most people who have this problem have just mixed up some digits or missed out a number. If the metering point reference is definitely correct and you are still seeing the same error message, contact the Energy Costs Credit Hotline on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

You can also check whether your voucher has been processed online on www.oesterreich.gv.at/energiekostenausgleich using your voucher number and ID number. If the system shows the voucher could not be redeemed, you will receive instructions on what to do next.

8. Deadlines

8.1. Are there any time constraints I need to be aware of?

The last day on which you can request a new voucher is 31 August 2022. The last day on which you can redeem a voucher is 31 October 2022.

8.2. What is the deadline for claiming the Energy Costs Credit?

The last day on which you can redeem a voucher is 31 October 2022. Any vouchers received after this date cannot be accepted.

9. Queries and contact details

9.1. Who can I speak to if I have a question?

Our chatbot Mona can answer a lot of questions for you (in German only). You can find her at <https://chat.oesterreich.gv.at/> and elsewhere.

Our Energy Costs Credit Hotline is also available on 050 233 798 to answer your questions. Please be aware that waiting times may be longer at certain times of day.

9.2. Who can I contact if I have a complaint?

If you have a complaint about your annual electricity bill or how the credit has been applied by your electricity supplier, please contact your supplier directly.

If you have any other questions or complaints, you can contact the Energy Costs Credit Hotline on 050 233 798. Please be aware that waiting times may be longer at certain times of day.

9.3. I am not sure whether I am eligible or not. How can I find out?

You can find full details on www.oesterreich.gv.at/energiekostenausgleich. Our chatbot Mona can answer a lot of questions for you (in German only). You can find her at <https://chat.oesterreich.gv.at/> and elsewhere.

Our Energy Costs Credit Hotline is also available on 050 233 798 to answer your questions. Please be aware that waiting times may be longer at certain times of day.

10. Privacy and data protection

10.1. I did not provide any personal details to request a voucher, but I have still been sent one. Is that legal under data protection law?

Vouchers are sent to all addresses recorded in the Central Register as being the main residence of at least one person as of 15 March 2022. The vouchers are issued to the household, not to individuals.

10.2. Where did you get my details?

Data on main residences is taken from the Central Register (ZMR). The legal basis for using this data is the Energy Cost Credit Act (*Energiekostenausgleichsgesetz*). Vouchers are sent to all addresses recorded in the Central Register as being the main residence of at least one person as of 15 March 2022. The vouchers are issued to the household, not to individuals.

10.3. Why is the voucher addressed to a household rather than directly to me?

You can only redeem a voucher if you have a valid electricity supply contract for the property concerned as well as meeting the other criteria. This is why the relevant details must be shown on the voucher. These details can only be checked after the voucher has been redeemed, which is why it is addressed to a household rather than an individual.

10.4. What happens to the data I provide when redeeming the voucher?

The details you provide will be used to check you are entitled to the credit. If you are, your electricity supplier will be instructed to apply a credit totalling 150 euros to the electricity supply contract associated with the relevant metering point reference. Under the law governing the Energy Costs Credit scheme, data will be deleted after 7 years.

No income-related data will be forwarded to any electricity supplier

10.5. Are systems in place to stop my income details being access by unauthorised parties?

Yes. Since the credit is redeemed using a voucher system, there is no need for any sensitive data to be transmitted to any private companies.