

SAVING GUIDELINES!

SIMPLY CONFIRM YOUR NEW TARIFF ONLINE:

CUSTOMER PORTAL OR

meine.salzburg-ag.at

STEP 1: Log in

Log in with your access data or register for the first time.

Once you have registered, you can access your personal area with lots of information and the invoice archive at any time.



WEBSITE

salzburg-ag.at/umsteigen

STEP 1: Identify

In the letter you will find your contract account number (4...) and your activation code.

For your security, we ask you to provide another piece of information which is not in the letter.

This is your customer number (1...) from the annual statement or a contract document.



STEP 2: Select contract account

If you have more than one contract account (e.g. for your home and business), you can now select all contract accounts and switch at once.

STEP 3: Contractual communication

Do you want to continue to receive the annual statement and information on general terms and conditions or price adjustments by post or by email in future? There are **6 FreistromTage per year** for contractual online communication by email.

STEP 4: "Order with obligation to pay"

This is the prescribed wording for online contracts. You continue to pay the monthly instalments as usual. You can also adjust these yourself in the customer portal.

CONCLUSION: You will receive an email confirming the change of tariff and then your new contract by email.

**CONTRACT
CONCLUSION
BY POST:
PLEASE SEE
THE BACK
PAGE.**

WHERE CAN I GET A PRINTED COPY OF THE CONTRACT FOR THE TARIFF CHANGE?

Would you like us to send you a printed copy of the contract **before you switch tariffs? No problem, we will be glad to do that.**

Please select how you would like to request the new contract:

ONLINE FORM: salzburg-ag.at/neuer-vertrag

You can request the contract online here.

CHATBOT ON THE WEBSEITE: salzburg-ag.at

Simply ask **LEA** anywhere on the bottom right of our website: salzburg-ag.at



BY EMAIL TO THE CUSTOMER SERVICE: kundenservice@salzburg-ag.at

BY PHONE AT THE CUSTOMER SERVICE:

Free service line around the clock: **0800/220 052**

ON-SITE AT THE CUSTOMER SERVICE: at the Customer centre at Gebirgsjägerplatz 10 in Salzburg or at the Info points in Golling, St. Johann and Bruck

WHAT DO YOU NEED IN THIS CONTEXT? No matter where and how you request the contract, we always need your name, address and contract account number (4....) from this letter.

PLEASE NOTE: The electricity supply contract with the new tariff is only concluded when we have received a signed copy of the contract back from you **OR** when you make the tariff change online.

Salzburg AG für Energie, Verkehr und Telekommunikation
Serviceline 0800/220 052
kundenservice@salzburg-ag.at

**OR SIMPLY
ONLINE:
PLEASE SEE
THE BACK
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