

# Amt für Migration und Integration

## Düsseldorf Nähe trifft Freiheit

# informiert



Landeshauptstadt Düsseldorf  
Amt für Migration und Integration

## Help with rising living and energy costs

We have compiled the most frequently asked questions and answers (FAQs) about the energy crisis. The following information will help you with the initial orientation and correct application. All information is regularly updated and is available in English, Arabic, Farsi and Turkish.

### Questions and answers (FAQ) on the energy crisis for refugees

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### General

#### **What kind of benefits are benefit receivers entitled to under the Asylum Seekers Benefits Act?**

Benefits for refugees are provided under the Asylum Seekers Benefits Act. During the first 18 months of stay in the Federal Republic of Germany, benefits are provided based on § 3 of the Asylum Seekers Benefits Act.

It is composed as follows:

- Cash amount
- Basic benefit
- Rent (net rent plus additional costs in reasonable amount and heating costs), if the conditions for moving to an apartment exist
- Less electricity, if urban accommodation is used
- Less income and assets

Cash amounts and basic benefits depend on age and marital status and are usually lower in the first 18 months than the standard rate paid later.

#### **Subsequent benefits**

After the first 18 months uninterrupted stay in the Federal Republic of Germany, benefits are

granted based on § 2 of the Asylum Seekers Benefits Act. The level of benefits is adapted to social benefits under the twelfth book of social code.

This is composed as follows (effective from 1 January 2024):

Need category	Standard need
<b>Need category 1</b> Single / single parent	460 EUR
<b>Need category 2</b> Couples per partner / joint households	413 EUR
<b>Need category 3</b> adults in institutions / adults not in gainful employment under 25 years old in parents' household	368 EUR
<b>Need category 4</b> adolescents 15 to 18 years old	408 EUR
<b>Need category 5</b> children 7 to 14 years old	341 EUR
<b>Need category 6</b> Children 0 to 6 years old	312 EUR

- Additional need if certain conditions exist
- Rent (net rent and additional costs in reasonable amount and heating costs).
- Less electricity, if urban accommodation is used
- Less income and assets

### Energy costs

#### What does the term "energy costs" cover?

Energy costs in private households include all costs caused by consumption of energy.

These are mainly the costs caused by energy sources:

- Electricity
- Gas
- Heating oil

## Coverage of electricity costs

### Who pays my electricity costs?

By moving to a private apartment, you should pay the electricity costs to the electricity provider yourself.

These costs are to be paid from the benefits you receive monthly from the official office based on the Asylum Seekers Benefits Act.

The prices per kilowatt hour are based on the values stated in the contract signed with the electricity provider. In case of any electricity debts, the first step is to sign an installment payment agreement with the electricity provider. These are usually valid for a period of six to eighteen months.

When moving to an urban accommodation, the electricity costs are based on a flat rate, which is provided as a benefit in kind and deducted from the standard rate. The respective reduction can always be found in the benefits notification. There is no obligation for the benefit recipients to take action, as this is an automated procedure of the city of Düsseldorf.

## Increase of additional costs

### I have received an increase in my additional costs. What should I do?

Due to the current increase in energy costs, your landlord or landlady may send you an increase of the additional costs deductions.

Please send this letter, with a written version of your request, to the following contact information:

Amt für Migration und Integration  
Wirtschaftliche Hilfen 54/41  
Vogelsanger Weg 49  
40470 Düsseldorf

or email: [amt54-energie@duesseldorf.de](mailto:amt54-energie@duesseldorf.de).

Then, your request will be reviewed and decided by the processing department.

## Debts due to the increased electricity costs

### I have debts to my electricity provider due to the increase in electricity costs. What should I do?

If you have electricity debts, you should sign an installment payment agreement with your electricity provider. These are usually valid for a period of six to eighteen months. To do this, please contact your electricity provider directly and receive information.

You also have the possibility of seeking [debt counseling](#) at any time. The costs of any counseling cannot be claimed from the Office for Migration and Integration.

## Additional payment request

### I have received a request for additional payment due to my utility and/or heating costs statement. What should I do?

Due to constantly rising energy costs, you may receive a request for additional payment regarding your utility and/or heating costs statement.

Please send this letter, with a written version of your request, to the following contact information:

Amt für Migration und Integration  
Wirtschaftliche Hilfen 54/41  
Vogelsanger Weg 49  
40470 Düsseldorf

or email adresse: [amt54-energie@duesseldorf.de](mailto:amt54-energie@duesseldorf.de).

Then, your request will be reviewed and handled by the processing department.

## Coverage of energy costs

### **I have just moved to a private apartment. Who pays my energy costs?**

All energy costs included in the additional costs are covered by the Office for Migration and Integration, provided that no sufficient income is earned through employment and there is a claim to benefits under the Asylum Seekers Benefits Act.

Electricity costs are not included in the advance payments for additional costs.

For those receiving benefits based on § 3 of the Asylum Seekers Benefits Act, the electricity costs are covered as a need by the Office for Migration and Integration.

All those receiving benefits based on § 2 of the Asylum Seekers Benefits Act must pay any electricity costs incurred from their benefits.

All benefit recipients, irrespective of whether they receive benefits based on § 3 of the Asylum Seekers Benefits Act or § 2 of the Asylum Seekers Benefits Act, must pay the electricity costs incurred to the respective electricity provider independently.

## For urban residents

### **I live in an urban accommodation. Does the energy crisis affect me?**

If you receive benefits based on § 3 of the Asylum Seekers Benefits Act, the electricity costs are covered as a benefit in kind, but are not specifically stated in the benefits notification.

The situation is different when receiving benefits under § 2 of the Asylum Seekers Benefits Act. When moving to an urban accommodation, the electricity costs are based on a flat rate, which is provided as a benefit in kind and deducted from the standard rate. The respective reduction can always be found in the benefits notification.

In both cases, there is no obligation for the benefit recipients to take action, as this is an automated procedure of the city of Düsseldorf. Nevertheless, it is urgently requested that you actively participate in energy saving. You can find more information about energy saving [here](#).

## Termination due to energy debts

### **My landlord or landlady is threatening to terminate my tenancy because energy debts have already been incurred. What can I do?**

Due to the current ongoing increase in energy costs, it is possible that you have accumulated debts and have received a termination notice for this reason.

Please send this letter, with a written version of your request, to the following contact information:

Amt für Migration und Integration  
Wirtschaftliche Hilfen 54/41  
Vogelsanger Weg 49  
40470 Düsseldorf

or email: [amt54-energie@duesseldorf.de](mailto:amt54-energie@duesseldorf.de).

Then, your request will be reviewed, handled and decided by the processing department.

## Counseling

### **Is there a personal contact point for a specific counseling?**

The Office for Migration and Integration follows the model of a contactless counseling service. This is to simplify the process of obtaining information and make it as pleasant as possible. Therefore, you can always contact us in writing or by telephone using the following contact information: 0211 89-91 or email [amt54-energie@duesseldorf.de](mailto:amt54-energie@duesseldorf.de).

## Helps for people not receiving benefits

### **Due to the increase or a high additional payment, I can no longer cover my living expenses. What can I do to get help?**

You are in the situation of not receiving benefits from the Office for Migration and Integration and have received a high additional or heating bill and/or an increase in your monthly advance payments.

Upon application, the Office for Migration and Integration can check whether you are entitled to assistance.

This is subject to the following conditions:

- You make the application in the month in which you have to pay the heating and additional costs bill. The additional charge is part of your need in this month, so that, if applicable, you are entitled to benefits for one month. Applications for covering the costs submitted later, can no longer be considered.
- You have actually paid all advance payments in the settlement period. Additional charges based on unpaid deductions constitute debts and cannot be considered as need. As a rule, additional payments not related to your current apartment cannot be covered.

## Submission of application documents

### **What documents should I send so that my application can be examined?**

In order for your application to be considered, application-specific documents are required in addition to your personal information. Furthermore, it is necessary to put your request in writing.

Please always submit the following documents/information for each application:

- Current identification document
- All application-specific documents (rent increase letter, additional costs statement, or similar)
- Written application stating your concerns.

All documents can be submitted as file attachments by e-mail at [amt54-energie@duesseldorf.de](mailto:amt54-energie@duesseldorf.de). In case of missing documents, this may extend the processing time.

## Information about the energy crisis

### **I would like to get general information about the energy crisis. Who can I contact?**

You are welcome to use the general hotline at 0211 89-91 or send a written request to [amt54-energie@duesseldorf.de](mailto:amt54-energie@duesseldorf.de).

Your request will be checked and answered as soon as possible. You can find more information about energy [here](#).