



Fees and charges for the volenergy fuel & more fuel card for private and corporate customers

Valid as at 1 October 2025

Annual fee

volenergy fuel & more card	free
Additional cards	free
Replacement card in the event of loss	CHF 5.00

New PIN provided via online portal

free

New PIN sent by post

CHF 2.50

Invoices

Paper	CHF 3.00
Online invoices via online portal	free
Via email	free

Payments

Online invoices – e-bill and direct debit	free
Payments at post office counters	CHF 2.90

Reminder fee from 2nd reminder onwards and for each subsequent reminder

CHF 15.00

Default interest rate after missing payment deadline (annual interest rate) 12%

Blocking fee via online portal

free

Blocking fee via Customer Services

CHF 8.00

Charges for charging point/electricity usage

as specified in the volenergy app

Bespoke analyses for customers

CHF 50.00

All prices include VAT