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Eandis is an abbreviation that stands for Electricity, natural gas (‘Aardgas’ in Dutch), Networks and Distribution. Eandis operates in 239 municipalities from the Belgian Coast to the Kempen region and employs about 4,200 employees.

Electricity and natural gas reach you through a network of pipes and cables. The main task of the so-called distribution network operators for electricity and/or natural gas is to manage that network.

To carry out their task, the Flemish distribution network operators Gaselwest, IMEA, Imewo, Intergem, Iveka, Iverlek and Sibelgas call on Eandis.

Eandis carries out the operational tasks for the distribution network operators and operates totally independently of the energy generators and suppliers. So Eandis does not itself generate or sell any energy, rather it ensures that the electricity and natural gas reach your home or your business in the best possible conditions.
What we do

Energy is a basic need for everyone. Day and night, we safely and reliably provide electricity and natural gas to each customer in our operating area.
Our social mission promotes the rational use of energy and we organise the supply of energy to people experiencing payment difficulties.

What we do

• Work on connections.
• Read meters.
• Give advice on the rational use of energy (RUE) and grant RUE premiums.
• Bring electricity to the customer via the medium and low-voltage networks.
• Bring natural gas to the customer via the medium and low-pressure networks.
• Work on distribution networks.
• Repair failures and defects in the network.
• Maintain and repair street lights.
• Ensure the services of the social supplier and install budget meters.

What we don’t do

• Generate energy. That is a task for the electricity generators.
• Sell energy. That is a task for the energy suppliers.
• Conclude a supply contract. That is a task for the energy suppliers.
• Transmit electricity over the high voltage network. That is a task for the transmission network operator Elia.
• Transport natural gas over the high pressure network. That is a task for the natural gas transport company Fluxys.
• Work on the consumer’s installation for electricity and natural gas. That is a task for the installer.
• Repair domestic appliances. That is a task for the customer services of the manufacturer.
• Repair the public lighting on motorways and regional roads.

Our core figures

• 4,200 employees
• operating in 239 cities and municipalities
• 37,000 km natural gas network (1 x around the world)
• 87,000 km electricity network (2 x around the world)
• 1.5 million connection points for natural gas
• 2.5 million connection points for electricity
• 800,000 street lights
Working on connections

Our operators visit your home to install new connections, make adjustments to existing connections, install or upgrade meters.

However, we may only activate a connection when all the conditions are met.

- You need to have a valid supply contract with an authorised energy supplier. In the liberalised energy market, you are free to choose the energy supplier from whom you purchase electricity or natural gas. As long as you do not have that contract, you may not consume any energy and Eandis is not authorised to activate the meter.
- The connection must be technically in order and you must be able to present the required inspection certificates.
- If you are a large customer, you must also have a connection contract. Domestic customers do not need this contract.
Reading meters

Our operators read the meters for millions of customers, process the data and send them to the appropriate energy supplier. In this way, the supplier can draw up the correct bill for your energy consumption.

For large consumers of electricity and natural gas, the meter data are collected remotely, by telemetry. For domestic customers, the meter reader from Eandis visits once every two years to take the readings. He is easily recognisable by his uniform and ID badge.

For the year in which the meter reader does not visit or if there is nobody at home when he visits, you note down the meter readings yourself and then send all the details to Eandis by telephone, by post or via www.eandis.be.

Correct meter readings are essential. If we do not receive these for any reason, we make an estimate of the consumption. Such an estimate could be too high or too low. Both can lead to unpleasant surprises.
Giving advice about rational use of energy (RUE) and granting RUE premiums

Rational use of energy has many advantages. Not just for the environment, but also for your wallet.

We give advice regarding energy-conscious building and renovating and about energy-saving appliances and how to make the best use of them.

If you invest in energy-saving applications, you can apply to Eandis for a RUE premium. For existing homes, there are, among others, premiums available for natural gas condensation boilers, super-insulating glazing, roof and wall insulation. For new constructions, there is one overall premium for the energy performance level of the home.

It’s very easy to apply for a RUE premium. Simply fill in the application form and send it to the address on the form together with the relevant receipts. If all the conditions are met, the premium will be paid into your account by bank transfer.
Ensuring the services of the social supplier and installing budget meters

If domestic customers do not pay their consumption bills, the commercial energy suppliers can cancel their supply contract. If those customers are unable to find a new supplier, their distribution network operator has an obligation to supply electricity or natural gas. In this case, the distribution network operator becomes a ‘social’ supplier.

Eandis carries out all service obligations of the social suppliers. However, the energy supplied is not free. For customers who do not pay the social supplier’s bill correctly, we install a budget meter. For electricity, the budget meter exists since years. For natural gas, there is a budget meter now as well.

A budget meter works with a charging card. The customer has to pay for his consumption in advance. That helps him to plan his energy budget in a rational way, without having to sacrifice comfort. Customers can charge their budget meter card at the customer offices, at the OCMW/CPAS office (social assistance service) office or the town hall.
Bringing electricity to the customer via the medium and low-voltage networks

We bring electricity in a reliable and safe manner, round the clock, to 2.5 million electricity consumers in our operating area.

The transmission of electricity at high voltage is managed by the transmission network operator Elia. Our work starts in the transformer stations. Here the electricity is converted from high voltage to medium voltage. At this voltage, most businesses are connected via customer substations.

For most consumers, the voltage needs to be even lower. In the distribution substations, we convert the medium voltage to low voltage. Residences and smaller businesses are supplied via low-voltage cables.

We ensure that all customers can use electricity safely: for their lights, refrigerator, washing machine, tumble dryer, freezer, TV and various other appliances.
Bringing natural gas to the customer via the medium and low-pressure networks

We bring natural gas in a reliable and safe manner, round the clock, to 1.5 million natural gas consumers in our operating area.

The transport of gas under high pressure is managed by the transport company Fluxys. Eandis takes over as from the pressure reducing stations. From here, we distribute the natural gas further at medium pressure. This medium-pressure network directly feeds the large customers, such as factories and large warehouses.

We supply domestic customers via the low-pressure network. All customers can thus use natural gas safely: to warm their homes, to cook, etc.
Working on distribution networks

Our employees take care of the installation and day-to-day operation of the distribution networks for electricity and natural gas. They are all trained specialists in their field.

We lay new pipes and cables. We make connections between the networks and the substations, transformer stations, pressure reducing stations, etc. We relocate overhead lines underground, carry out switching operations, maintain and monitor the quality of the networks.

That is no small task. Certainly when you consider that Eandis manages no fewer than 37,000 kilometres of natural gas network and 87,000 kilometres of electricity network. For gas, that is equivalent to going around the world once and for electricity, twice!
Repairing failures and defects in the network

The control centres in Merksem and Kortrijk monitor the electricity and natural gas distribution networks around the clock. Emergency teams are ready day and night to repair failures, defects and gas leaks. Highest priority is given to phone calls reporting gas leaks.
Maintaining and repairing street lights

Proper street lighting contributes to road safety and brings a feeling of safety to the neighbourhood.

Have you noticed a faulty street light? Feel free to report the address details on the lamppost to us on the free telephone number 0800 6 35 35 or via www.straatlampen.be and we’ll fix it as soon as possible.
Who’s who in the Flemish energy market?
Electricity generators

They generate electricity, mostly by burning fuels such as gas, coal or fuel oil. Or from nuclear energy, combined heat and power and ‘renewable sources of energy’ such as wind power, water power and solar energy.

Natural gas importers

Belgium does not have any natural gas sources of its own. The natural gas is imported from foreign producers, coming in via the terminal in Zeebrugge or via pipelines over land or on the ocean bed.

Energy suppliers

Energy suppliers buy energy from the generators or the importers, and sell the electricity or gas to their customers. In a liberalised energy market, there are various energy suppliers operating and competing freely with one another.

Elia

For transmitting electricity over the high-voltage network and managing the national transmission network, Belgium has just one transmission network operator: Elia.

Fluxys

Fluxys is the transmission company that transports the imported natural gas over the high-pressure network and manages the transmission network.

Distribution network operators and Eandis

Distribution networks bring the electricity and natural gas to homes and businesses: over the medium and low-voltage networks for electricity, and over the medium and low-pressure networks for natural gas. The task of the distribution network operators is to manage the distribution networks.

Each distribution network operator covers a particular area, which means that customers do not have a free choice of network operator.

To carry out their task, the Flemish distribution network operators Gaselwest, IMEA, Imewo, Intergem, Iveka, Iverlek and Sibelgas call on Eandis.

CREG and VREG, the regulating bodies

In a liberalised energy market, all market players must comply with the specified rules. Control organisations or ‘regulators’ determine how this must be done. There is one federal regulator, the CREG or Commission for the Regulation of Electricity and Gas. Each region also has its own regulator. For Flanders, that is the VREG, the Flemish Regulating Body for the Electricity and Gas Market.
How to contact us?

**General number**  078 35 35 34

At this number you can contact us for:

- questions about new connections
- upgrading connections, relocating and replacing meters
- questions about meter readings
- questions about rational use of energy
- questions about budget meters and the services provided by the social supplier.

You can call the number on weekdays from 8 a.m. to 8 p.m. and on Saturdays from 9 a.m. to 1 p.m.

**Gas leak**  0800 65 0 65

If you smell gas, you can call this number 24 hours a day, 7 days a week.
These calls are handled with the highest priority.

**Failures and defects**  078 35 35 00

You can call this number to report failures or defects in the electricity or natural gas network.
The number is available 24 hours a day, 7 days a week.
Faulty street lights  www.straatlampen.be  0800 6 35 35

Have you noticed a faulty street light? Feel free to report the address details on the lamppost to us (via telephone or the website) and we’ll fix it as soon as possible.

Website: www.eandis.be

Ombudsman  0800 6 00 01

If you have a complaint about the services provided by Eandis, please first contact our services via the general number. If you still do not find a solution to your problem, you can contact the Ombudsman of Eandis.
The Ombudsman is available on weekdays from 8 a.m. to 8 p.m. and on Saturdays from 9 a.m. to 1 p.m.

You can also write or e-mail via the website:
- Eandis Ombudsman, PO Box 60, 9090 Melle
- www.eandis.be > Over Eandis > Ombudsdienst Eandis

Postal address

Eandis cvba
Brusselsesteenweg 199
9090 Melle

Surf to the e-Counter on www.eandis.be

- Do you want to report your meter readings?
- Do you want a connection for your newly built house?
- Do you want to apply for a RUE premium?
- Or report a faulty street light?

You can do this quickly and easily via the e-Counter (‘e-loket’) on the website www.eandis.be. Access this e-Counter directly through the home page of the website. One click to select your option and you can get started. It couldn’t be more convenient!
Welcome to our customer offices

Opening hours

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Eandis, pleased to meet you
Customer offices Eandis
 Addresses sorted by postal code

- 1500 Halle, Louis Vanbeverenstraat 27
- 1800 Vilvoorde, Tuchthuisstraat 2
- 2018 Antwerpen, Appelmansstraat 12-14
- 2100 Antwerpen (Deurne), Merksemsesteenweg 233
- 2220 Heist-op-den-Berg, Boudewijnlaan 20
- 2300 Turnhout, Koningin Elisabethlei 38
- 2440 Geel, Dokter Van de Perrestraat 218
- 2500 Lier, Kantstraat 6
- 2800 Mechelen, Elektriciteitstraat 70
- 2960 Brecht, Lessiusstraat 18
- 3012 Leuven (Wilsele), Aarschotsesteenweg 58
- 8000 Brugge, Scheepsdalelaan 56
- 8400 Oostende, Hendrik Serruyslaan 66 - 68
- 8500 Kortrijk, Meensestraat 91
- 8630 Veurne, Ieperse Steenweg 1
- 8800 Roeselare, Meensesteenweg 5
- 8900 Ieper, Stationsstraat 39
- 9000 Gent, Sint-Pietersnieuwstraat 62
- 9100 Sint-Niklaas, Heistraat 88
- 9160 Lokeren, Oud-Strijderslaan 3
- 9300 Aalst, Dendermondsesteenweg 75A
- 9500 Geraardsbergen, Kaai 15
- 9600 Ronse, Zonnestraat 55
- 9800 Deinze, Gentpoortstraat 20
- 9900 Eeklo, Molenstraat 58