



“WE NEED A POWER CONNECTION FOR OUR NEW HOUSE.”

Sophie Constant

Enexis Netbeheer Customer

“My husband and I are building a house in Berkel-Enschot. We need a power connection there. But the field where the house is being built does not have an address yet. This turned out to be a problem when applying for a power connection. Enexis advised us to apply for a power connection at the address of the camping site across the road. So we took their advice and applied for the connection. Nevertheless, the application process did not run completely smoothly. The energy supplier thought that we did not have a meter box, but we do have one. It turned out that our meter box was connected to a neighbour, who had been building since April 2021, which caused a lot of trouble.

Of course, I called Enexis Netbeheer again. They were very polite and friendly. The call centre employee was very understanding, but he could not solve the problem immediately. Therefore, he requested an inspection to find out which meter box belonged to whom. We thought this sounded like a good first step. But who is going to carry out this inspection, and when? I don't know yet. I am pleased with the friendliness and helpfulness of Enexis; however, a final solution is taking quite a long time. Fortunately, we can make use of our power connection in the meantime and the building of the house can continue. We only have to be patient for a bit longer and then we can move into our new house where it is warm and the lights are burning.”