

**From:** Niels Ulrik Reinwald nielsulrikreinwald@gmail.com  
**Subject:** Cross-border-sales of electric is not active in The European Union? Was: Buy electric  
**Date:** 9 March 2020 at 13.23  
**To:** Enovos Service serviceline@enovos.eu



[serviceline@enovos.eu](mailto:serviceline@enovos.eu)

Very well, if you say so. What then is this doing:

EU Directive 2019/944 of the European Parliament and of the Council of 5 June 2019 on common rules for the internal market for **electricity**:  
<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0944>

If European customer of electricity can not buy electric outside national borders, that is in violation of **cross-border sales to any customer in EU**.

Perhaps your company has chosen not to sell outside Luxembourg however delivery must not be hampered and customers (private) should be able to buy electric from any country - at least within EU. Since Denmark distorts competition by not actively directing customers to the cheapest electricity (Belgium), then Denmark is in violation of ANITRUST laws within EU and in Denmark and I suspect, that ENOVOS are too rich to not wanting more business and also not opening its door for sales to customers outside (cross-border) Luxembourg.

When did outside national border become not cross-border.

I take it face value, that ENOVOS does not sell to countries in which ENOVOS is not represented with a company based in the respective country registered as a company in the respective country under that country's laws. Is it true, that ENOVOS is registered in France and Germany as a French and German company (which then leads to the obvious conclusion, that ENOVOS Luxembourg is not selling to French and German customers)?

If you are so kind as to direct me to the whereabouts of the information you have, that says ENOVOS (and similar companies) cannot sell outside national borders, I would be much obliged.

Would ENOVOS consider import-tax and V.A.T. added to cross-border purchases (of electric) as being in violation of ANTITRUST laws in The European Union?

I thank you for your kind reply and understanding of cross-border sales of electric in EU.

Regards  
Niels Ulrik Reinwald

On 9 Mar 2020, at 09.45, Enovos Service <[serviceline@enovos.eu](mailto:serviceline@enovos.eu)> wrote:

Dear Mr.Reinwald,

Referring to your e-mail request dated on 27.02.2020, we inform you that customers in Europe cannot buy from any location outside national borders as Suppliers have their limited supply-territory. In our case, we are only present in Luxembourg, Germany and France.

For further information or practical advice, please contact our Serviceline (Mon-Fri: 08h00-20h00, Sa: 09h00-18h00) on the toll free number 8006-6000 and on (+352) 2737-6000, if you are calling from abroad, or by e-mail [serviceline@enovos.eu](mailto:serviceline@enovos.eu).

We are pleased to welcome you in our Customer Service Center at:

- enoshop Bertrange Shopping Center La Belle Etoile (Mon-Fri: 09h00-20h00, Sat: 09h00-18h00)
- enoshop Ingeldorf Cactus Ingeldorf (Mon-Fri: 09h00-20h00, Sat: 09h00-18h00)
- enoshop Luxembourg-City 9, bd Roosevelt (Mon-Fri: 08h00-18h00)
- enoshop Esch/Alzette 2, Domaine Schlassgoard (Mon-Fri: 08h00-17h30)

Yours sincerely,

Enovos Luxembourg S.A.  
Serviceline

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T 8006-6000  
T (+352) 2737-6000  
F (+352) 2737-6111  
M [serviceline@enovos.eu](mailto:serviceline@enovos.eu)

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2, domaine du Schlassgoard  
L-4327 Esch-sur-Alzette  
Adresse postale: L-2089 Luxembourg  
[www.enovos.eu](http://www.enovos.eu)

----- Original E-Mail -----  
From: [no-reply@enovos.lu](mailto:no-reply@enovos.lu)  
To: [serviceline@enovos.eu](mailto:serviceline@enovos.eu)  
Date: Feb 27, 2020, 4:25:45 PM  
Subject: Buy electric





Prénom :Niels Ulrik

Nom : Reinwald

Email : [nielsulrikreinwald@gmail.com](mailto:nielsulrikreinwald@gmail.com)

Sujet : Buy electric

Message : Hello. I would like to buy electric from your company. As I understand it customers in Europe can buy from any location outside national borders. Yo supply green electric. I like. Please send contract and prising in tital pr. unit kWh. Thank you

Niels Ulrik Reinwald <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0944>

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