

Bpost and Luminus join forces to offer gas and electricity plans in Post Offices

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Following a tender process*, Bpost has selected Luminus as the exclusive energy partner for its network of Post Offices. Belgian consumers will benefit from easy, local access to Luminus energy products and services at the counters of Bpost's 655 Post Offices across the country.

Switching energy supplier or checking whether your current contract still meets your needs will soon be possible at the Post Office. Starting this autumn, Bpost and Luminus will gradually roll out a new energy offering across the network.

Customers will be able to visit their Post Office during opening hours, without an appointment. A trained advisor will be available to answer their questions, help them choose the most suitable offer and assist them in signing up for an electricity and/or gas contract with Luminus. Customers switching energy supplier will also receive support with the necessary steps.

The offering will be specifically designed for the Post Office network and will also include advice on how to better manage energy consumption and bills.

Post Offices expand their range of services

Post Offices are evolving to meet the changing needs of citizens. Alongside traditional postal services, Bpost is gradually introducing new services that are easily accessible close to home, with support from trained professionals.

Following financial services, telecommunications and home security solutions, energy will now become part of the range of services available across the network.

Buying or renovating a home, managing energy consumption or reducing energy bills: energy-related questions are part of everyday life for households. Through this partnership, Bpost wants to give citizens access to information and energy services in a place they already know and regularly visit.

The rollout will begin this autumn and gradually extend to all 655 Post Offices by the second quarter of 2027. Initially, the offering will focus on electricity and gas contracts. It may later be expanded to include other energy services.

Tina Hernalsteen, Director Retail & Banking at Bpost: *"The Post Office plays an important role in the daily lives of millions of Belgians. As citizens' needs evolve, we are gradually transforming our Post Offices by introducing new services alongside established partners such as Luminus. Through this partnership, customers will find an energy offering specifically developed for our network, together with personalised*

guidance on a topic that has a direct impact on their daily lives and household budgets. It gives them another reason to visit their local Post Office. In doing so, we are strengthening the value of our network and continuing its transformation into a genuine local multi-service hub.”

Henri Buenen, Chief Commercial Officer at Luminus: *“This partnership fits perfectly with our ambition to stay close to our customers. For many Belgians, Post Offices are a familiar presence in their neighbourhood. We are delighted to make Luminus products easily accessible through a trusted, locally anchored network such as Bpost’s Post Offices.”*

***Note for editors**

Following a selection process, Bpost chose Luminus to offer its energy products and services across its network. The quality of its offering, its potential for further development and its experience in selling through physical distribution networks were key factors in the decision.

Luminus has extensive experience in the distribution of energy products and services. With a broad sales network and dedicated teams supporting consumers with their energy choices, Luminus is particularly well positioned to meet the diverse energy needs of Belgian households.

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