



PRESS RELEASE

Allegations about 'fictitious cut-offs' are fully deceptive and false

HEDNO denounces the article posted on protothema.gr website entitled: "Dozens of consumers unable to make overdue bills settlement due to fictitious cut-offs" as fully deceptive and false. The article is a direct accusation against the Company, stating that HEDNO is in violation of its regulatory obligations in order to make profit and serve the interests of a specific electrical energy supplier.

To restore truth, HEDNO would like to clarify the following:

Under the operations institutional framework, the Company executes any electricity cut-off orders received by electrical energy suppliers within a specific and bounding time frame from dispatch thereof. Under no circumstances are such cut-offs fictitious, given that execution of these cut-offs by both HEDNO crews and cooperating contractors involves, first, identifying source of supply, then cutting electricity supply, and sealing metering device. On the cut-off order document technicians write down the date, the method, the meter reading at the time of the cut-off and the seal number.

All above-mentioned information is entered in HEDNO's computer system on the same day of the cut-off and then passed on to the respective systems of the electrical energy suppliers, and the connection appears as 'cut-off'. The described cut-off process is an absolute proof of how false and unsustainable the allegations in this article are, speaking about consumers whose connection appears to be cut-off while their supply continues as usual.

If the 'cut-off' connection continues to supply a consumer with electricity, this points to unauthorized re-connection by illegal intervention in the source of supply; such conclusion is drawn from the checks carried out on the metering device that bears no seal, or a seal that is forged or tampered with.

HEDNO is utterly surprised at the motives of the editors of this article, at the same time reiterating its intention to use any and all legal means to defend the Company's interests against any wrongful and unsubstantiated accusations.

Athens, September 2, 2016

Press Office