



**HEDNO**

Press Release

## **A NEW Corporate Identity for HEDNO “An Energy Network for all” New Digital Services**

HEDNO CEO, Mr. Tasos Manos presented HEDNO's new corporate identity, during a special event, attended by the Minister of Environment and Energy, Mr. Kostas Skrekas.

With “An Energy Network for all” as its main slogan, HEDNO enters a new era, focused on digital transformation and modernization, along with a simultaneous upgrade of the electricity distribution network and its services.

The Minister of Environment and Energy, Mr. Skrekas said: “HEDNO is changing its corporate identity and enters dynamically in the new era of digital networks, with high-level services and strong environmental standards. The ambitious investment program of the Company will make a decisive contribution to the modernization of the electricity network and the achievement of the national goals for the increase of RES and the reduction of greenhouse gas emissions. HEDNO’s transformation will lead to an upgrade of the services provided to consumers and more effective protection of the natural environment”.

On his part, HEDNO Chairman, Mr. Nikolaos Mpakatselos stressed that: “After a very successful and creative two-year trajectory sealed by the extremely successful privatization of 49% of HEDNO shares, we are turning the page.

The new upgraded and modern HEDNO is getting a new corporate identity, which highlights this change. A new identity that matches the new modern Company profile, a new identity that will follow HEDNO throughout its transformation process.

With a specific development roadmap and the active and dynamic participation of its officers and all its employees, HEDNO is turning the page, transforming, evolving, and modernizing.



Fully recognizing its important and multidimensional role in the energy market, HEDNO now adopts a modern business model and, with coordinated actions and determination, changes on a daily basis and moves forward into the future”.

“Today marks the start of a new era for HEDNO and seals our commitment for transforming our Company into a modern corporation, which, focused on the optimal level of services to all citizens, goes digital and upgrades the Greek electricity distribution network. Showing respect to the many decades of history of the group and the almost ten-year trajectory of HEDNO, the new corporate identity marks the change, the evolution, and the new bases that we have established in the last two years for our dynamic contribution to the energy transition of our country. HEDNO plays a key role in this transition and is the catalyst for the evolution of the Greek energy market into a market based on active consumers and new, eco-friendly technologies, while successfully implementing all objectives of the National Energy and Climate Plan. HEDNO is moving from the era of stagnation to the era of development and modernization”, HEDNO CEO, Mr. T. Manos underlined.

It should be noted that the event was also attended by PPC CEO, Mr. G. Stassis, the Secretary-General of the Ministry of Environment and Energy, Ms. A. Sdoukou, and the President of the Regulatory Authority for Energy (RAE), Dr. Ath. Dagoumas.

### New Digital Services

-The hub for citizen services, [www.deddie.gr](http://www.deddie.gr) has a new digital assistant, Kyros, which accepts the visitors' questions and guides them in order to meet their requests faster.

- The site service application is upgraded and now gives citizens the possibility to process a wide range of their requests, for example from an application for a meter check to a new connection and a request for a night meter.



-To report a fault, in addition to the site application, a mobile app was created both for iOS and Android, so that a citizen can report any fault easily and quickly even from their mobile phone.

-The 11500-call center operates 24 hours a day both for reporting faults as well as for any service or communication request. Soon, a new toll-free call line will be announced for fixed-line and mobile phones.

-All citizens can now submit electronically via the site any applications for connections to electric vehicle charging infrastructure.

-The fieldwork of the technical staff, such as for example works for consumption measurements, is being digitized, in order to ensure its due and reliable processing and more direct communication with consumers.

-Telematics is applied for the management of the vehicle fleet, for more immediate interventions in the Network, ensuring improved response times to any anticipated or emergency incident.

HEDNO: An energy network for all | New Corporate Identity <https://youtu.be/-ERZT5G7nf0>

Modernization and digitalization, the new HEDNO commitment [https://youtu.be/rp3j0\\_ZBX8M](https://youtu.be/rp3j0_ZBX8M)

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Press Office