



HEDNO

Press Release

Free Telephone Service at 800 400 4000

HEDNO announces today the new toll-free telephone line - from mobile phones and landlines - **800 400 4000** of the Customer Service and Fault Reporting Center.

More specifically, in the context of the continuous upgrading of its services and in order to provide the best service to all citizens, HEDNO announces that the telephone service will now be free of charge through the new telephone line.

The HEDNO Customer Service Call Center, 800 400 4000, operates 24/7, both for reporting faults as well as for other matters pertaining to citizen service.

The new number is nationwide and free of charge for calls made either from a landline or from a mobile phone.

Please be reminded that apart from the telephone service, citizens can, via www.deddie.gr, process a great range of their requests, for example from a request for a meter check, to a new connection and an application for a night meter. For their convenience, they can complete their requests faster with the guidance of the digital assistant (chat bot), Kyros.

Furthermore, in order to report a fault, in addition to the relevant application on the site, citizens can download HEDNO's mobile app (for iOS and Android) and register their fault from their mobile phone, within a few minutes.

The full digitization of all services is a standing HEDNO commitment, with a view to improving the experience of citizens and simplifying all procedures for the faster satisfaction of their requests.

Athens,
21 January 2022

Hellenic
Electricity Distribution
Network Operator S.A.

20, Perraiou
& 5, Kallirrois Str.
117 43 Athens-Greece

T +30 210 9281600
F +30 214 4050205
infodeddie@deddie.gr

deddie.gr



Press Office