



Press Release

Deduction of Distribution Network Charges for the consumers who were affected by the "Elpis" winter storm

HEDNO is acknowledging the inconvenience experienced by thousands of customers due to the extreme weather conditions of "Elpis" in Attica and would like to announce that the Distribution Network Charges corresponding to four months will be deducted for all bills.

The Distribution Network Charge will be deduced from all bills of Low Voltage customers of all electricity suppliers who have been affected by the "Elpis" winter storm and who did not manage to reconnect for more than 24 hours.

HEDNO will also prioritize all claims for compensation for appliance damages at homes within the region affected by "Elpis". Customers can now quickly access the app to submit their claim on HEDNO's Home Page:

Athens
2 February 2022

Press Office