

Practical steps for claiming compensation for damages to Consumers' electrical appliances due to HEDNO's fault

We would like to inform Consumers that, as regards damages to their electrical appliances due to network problems, which HEDNO should have addressed, they can **within a maximum of twenty (20) working days from the incident** submit online a [compensation claim](#) via the [service application](#).

In addition, we would like to make it known that:

- if the liability of HEDNO employees or services is established through their relevant acts or omissions, we compensate Consumers with a sum of money, the amount of which is determined on a case by case basis and depending on the damage suffered¹.
- more specifically, if the damage to the appliance is due to an accidental² fault of the neutral conductor of the low voltage network, we provide, depending on the damage, a **sum of money up to € 600 regardless of the type of the account**.

For the payment of the compensation or the sum of money, the Consumer must:

- timely submit (within 20 working days from the incident) the above compensation claim
- make available to HEDNO (for 2 working days), upon request, the damaged appliances or equipment, in order for them to be inspected before repair
- make available to HEDNO, upon request, invoices from an electrical workshop documenting the damage and cost for repairing or replacing the appliances with others of similar specifications (invoices, etc.).
- sign a Solemn Declaration regarding the acceptance of compensation or the sum of money granted to them. The [Solemn Declaration](#) may be submitted with a digital signature via gov.gr.
- disclose [details of their bank account](#) for the deposit of their compensation sum

In addition, we would like to inform you that HEDNO:

- makes a decision on the compensation claims **within fifteen (15) working days from their submission**, plus any delay period on the part of the Consumer for the submission of the requested information.
- in case the Consumer's claim is accepted, HEDNO will pay the amount, **within a month from making a decision on the claim**.

Additional information regarding the above, as well as regarding the protection of the sensitive electrical appliances of Consumers, can also be found on HEDNO's site.

1. No compensation is granted for damages to electrical appliances due to accidental faults of the network materials, except for an accidental fault of the neutral conductor of the low voltage network, as well as for damages to appliances that are not related, based on time or the network topology, with a network incident.
2. Damage not due to a fault of HEDNO employees or associated contractors, to related acts or omissions by them, nor to force majeure reasons.