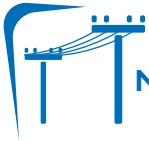


*We shed light  
to every moment  
of your life*



**HEDNO**



## NETWORK DEVELOPMENT

**HEDNO plans, schedules and assures the implementation of the Network development**, taking particularly into account the progress of demand, the connection needs of the new customers, the provision of services to Network Users and the application of new technologies.



## CONNECTION TO THE DISTRIBUTION NETWORK

**Each new or existing consumer should address to HEDNO for issues relative to the connection with the network**, regardless of the Supplier that he/she has selected or intends to select. HEDNO assures the implementation of the relevant works according to the terms, conditions and tariffs defined by the legislation in force.

These works are the following:

- **First time customer**
- **Increasing/Decreasing Power Supply**
- **Rearrangements**
- **Unification/separation of supplies**
- **Supply dismantling**
- **Other technical issues**



## NETWORK OPERATION

**HEDNO observes the situation of the Network elements and proceeds to the necessary actions** so as to assure the safeguarding of specific technical specifications for the Network operation and to provide the best possible energy quality to its Users.



## CONSUMPTION METERING

**HEDNO is responsible for the purchasing, installation, maintenance, good operation and the replacement of metering devices installed in the Network.** Within this framework, HEDNO collects and processes metering indications and provides certified metering data to the equivalent Suppliers for billing their customers.





## NETWORK MAINTENANCE - FAULTS RESTORATION

**Dedicated to providing the best possible energy quality to all Network users**, HEDNO makes every possible effort to decrease the number and the duration of power interruptions by maintaining, enhancing the Network and restoring the emerging faults as soon as possible.



## VULNERABLE CUSTOMERS - SOCIAL RESIDENTIAL TARIFF

**Using the HEDNO website, each consumer, who satisfies the relevant conditions can submit an application form himself or through his Supplier, so as to be integrated into the category of Vulnerable Customers or/and beneficiaries for the Social Residential Tariff** in order to receive more favorable terms and the administrative measures foreseen by the existing legislation.

HEDNO, through its website, forwards the relevant application forms for inspection to the competent bodies (Ministry of Finance, OAED). All interested parties can keep up with the progress of their application through **[www.deddie.gr](http://www.deddie.gr)**.



## CONNECTION OF RES POWER PLANTS & HIGH PERFORMANCE CHP PLANTS

HEDNO is responsible for assessing the possibility of connection with the Power Plants Distribution Network Renewable from Energy Source (RES) plants and High Performance Combined Heat and Power (CHP) Plants and implements the equivalent connections.



## OPERATION OF THE NON-INTERCONNECTED ISLANDS

**Acting as an Operator Responsible for the Non-Interconnected Islands**

**HEDNO ensures reliable, fiscally efficient and safe operation of the power plants** undertaking all the necessary measures in order to limit consequences to the environment while promoting greater use of RES (Renewable Energy Source) plants and high performance CHP (Combined Heat and Power) in these areas.



## CORPORATE SOCIAL RESPONSIBILITY

**In HEDNO, the Corporate Social Responsibility is directly attached with the Company Strategy for balanced development providing positive aspects to the Economy, Society and Manpower.**

Constant priorities of the Company is **the aesthetic intervention on the networks, the protection of the wild fauna and natural resources of the country** in cooperation with ecological organizations as well as **the protection of environment** with actions such as tree pruning, clearing of adjacent vegetation around networks, installation of insulated cables, use of synthetic insulators to prevent air pollution and the application of integrated waste management policy.

HEDNO aims at the continuous development of personnel skills and knowledge through intra-corporate educational programs, as well as participation to any kind of education, while, at the same time, continuous care is given to issues relative to health and safety at work.

Finally, the coordination of common actions between the personnel and social bodies guarantees the successful outcome of the action programs with the goal to provide a feeling of relief from the difficult social problems.





## About HEDNO

HEDNO S.A. (Hellenic Electricity Distribution Network Operator S.A.) was formed by the separation of the Distribution Department from PPC S.A. (Public Power Corporation S.A.) including the tasks of the Non - Inter-connected Islands operation, according to L.4001/2011 and in compliance with 2009/72/EC EU Directive relative to the electricity market organization. It is a 100% subsidiary of PPC S.A., however, it is independent in operation and management. The goal of the Company is the execution of the tasks of the Hellenic Distribution Network (HEDN) covering the requirements of the relevant EU legislation. The ownership of the Network fixed assets remains exclusively to PPC S.A..

HEDNO is responsible for the development, operation and maintenance, of the Network so as to assure reliable, efficient and safe operation as well as its long-term capability to respond to the reasonable needs for electricity caring particularly for the protection of the environment and the energy efficiency.

The Company assures the access of users (producers and consumers) as well as all the Power Suppliers to the Network with the most economical, transparent, immediate and impartial way, so as to execute their activities according to the equivalent Law.

HEDNO is competent for the management of the non-interconnected islands electricity systems that includes not only the Network management but also the operation of the market and electricity systems of these islands.

HEDNO applies a compliance program according to the relevant legislative and regulatory requirements.

The goal of HEDNO is the provision of high quality services to all Network Users and Suppliers, with an impartial and transparent way. HEDNO aims at contributing to the country's development while at the same time safeguarding environment and respecting consumer rights.



At the HEDNO website, the consumer can find easily and rapidly useful information on many important issues. More specifically:

- ✓ Service points
- ✓ Connection to the Distribution Network
- ✓ Faults-Power interruptions
- ✓ Useful information on Metering and Metering Registration
- ✓ Information on Photovoltaic systems and other Renewable Energy Sources (RES)
- ✓ Tenders
- ✓ News/Announcements
- ✓ Company information
- ✓ Career opportunities



## Address



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