

How can we help you?



Should you have any questions or need any further information, please email us at the following address:
infodeddie@deddie.gr

HELLENIC ELECTRICITY DISTRIBUTION NETWORK OPERATOR S.A
20, Perraivou & 5, Kallirrois str. 117 43 Athens
E-mail: infodeddie@deddie.gr

Always at your service
with **GUARANTEES**



GUARANTEED SERVICES TO CONSUMERS

Our company is committed to provide services within the following deadlines:

A. New service

- Notification of our offer for new power supply **within 15 working days** if no network expansion is required or **within working 20 days** if network expansion is required.
- Construction of new power supply **within 20 working days** if no network expansion is required or **within 40 days** if the usual expansion is required.
- New meter connection in an existing supply **within 4 days**.

B. Power Quality

- Replacement of a blown fuse **within 4 hours**.
- Assessment of complaints regarding voltage quality and notification of our conclusions **within 30 working days**.
- Restoration **within 12 hours** of the power supply of any medium voltage consumers that was interrupted due to Network failure.

C. Works on electricity meters

- Reconnection of power supply **within 2 working days** as of the date settlement of the consumer's debt.
- Disconnection or reconnection of power supply **within 3 working days** as of the date of submission of the relative request by the consumer.
- Check of meter accuracy **within 20 working days** as of the date of submission of the relative request by the consumer

D. Communication issues

- Written answer to a complaint or request for information **within 15 working days** (if no on-site visit is required) or **within 20 working days** (if on-site visit is required).

If we fail to meet the deadline set for each guaranteed service, HEDNO will pay to the beneficiaries (as tangible evidence of our commitment) the amount of €15, except for cases of medium voltage consumers' interruption for which such amount is set to €150.

The deadline for meeting any request runs from the day of its notification to our Services as well as from the day of fulfillment of any prerequisites whatsoever (e.g. payment of participation).

You can find further information concerning the program "Guaranteed Services" on the company's website (www.deddie.gr).