



PRESS RELEASE

## **HEDNO: Clarifications regarding the faults at the Distribution Network**

On the occasion of published news referring to an increased number of faults in the Distribution Network in the recent past, HEDNO would like to clarify the following:

The study and construction of the Distribution Network facilities and the quality control of the installed materials are based on strict regulations and specifications, similar to the ones applicable in the European Union countries and the USA, ensuring a high level of reliability. Furthermore, the Distribution Network is inspected and maintained at regular intervals according always to the provisions of the Regulations and the international practice.

However, it is de facto impossible to exclude, even in the best possible prepared, constructed and maintained facilities, faults that can be due to causes outside the competence sphere of the Company (i.e. material failure, force majeure, extreme weather conditions, interventions in the Network by third parties etc).

The average frequency of faults (faults per customer and year) and the average time of supply interruption due to faults (interruption minutes per customer and year) in Greece are similar to the respective average of the European Union countries, as shown in the figures below from the recent Report of the Council of European Energy Regulators, performed in July, this year, for the continuance of supply of the provided electricity. The figures do not include the exempted supply interruptions, i.e. the ones that do not fall under the competence of the Distribution Network Operator and the ones relating to extreme (adverse) weather conditions.

Furthermore, the most recent data on the Quality of Services sent every year to the Regulatory Authority for Energy (RAE) by HEDNO show that the average supply interruption time due to faults (interruption minutes per customer and year) of 2017 is reduced compared to the one of 2012 by about 4% and that the number of faults of the Distribution Network in Greece for 2017 is reduced compared to the one of 2012 by about 14%.



Finally, regarding the Network maintenance costs, it must be stressed that they remain at standard levels and that in the last 5 years they come up to 30% of the annual operating costs of HEDNO.

**Athens, 30 August 2018**

**Press Office**





Figure 3 – Electricity: unplanned SAIDI, without exceptional events (minutes per customer) – time series and min-max

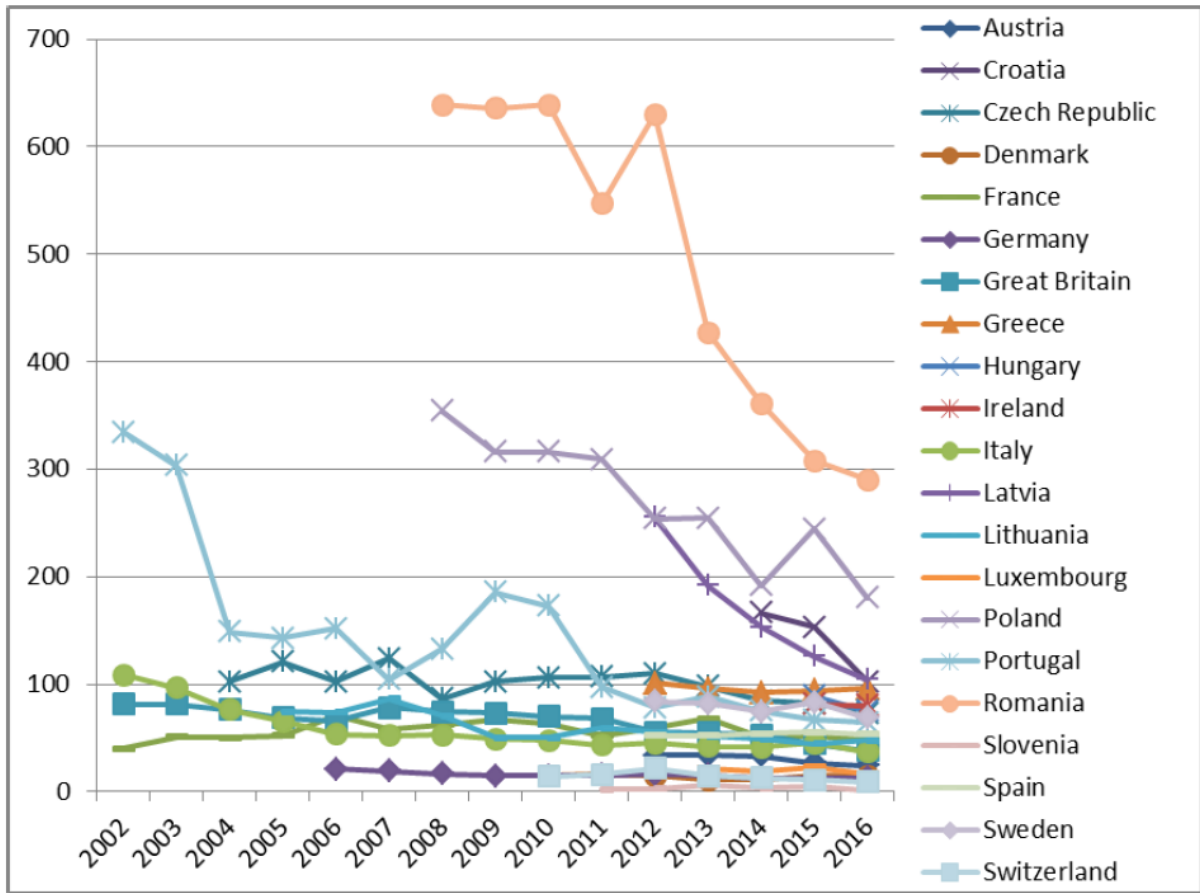


Figure 1: Unscheduled supply interruptions (faults) without the excepted interruptions (Interruption minutes per customer and year)

Title of vertical axis: Interruption minutes per customer and year



Figure 11 – Electricity: unplanned SAIFI, without exceptional events (interruptions per customer) – time series and min-max

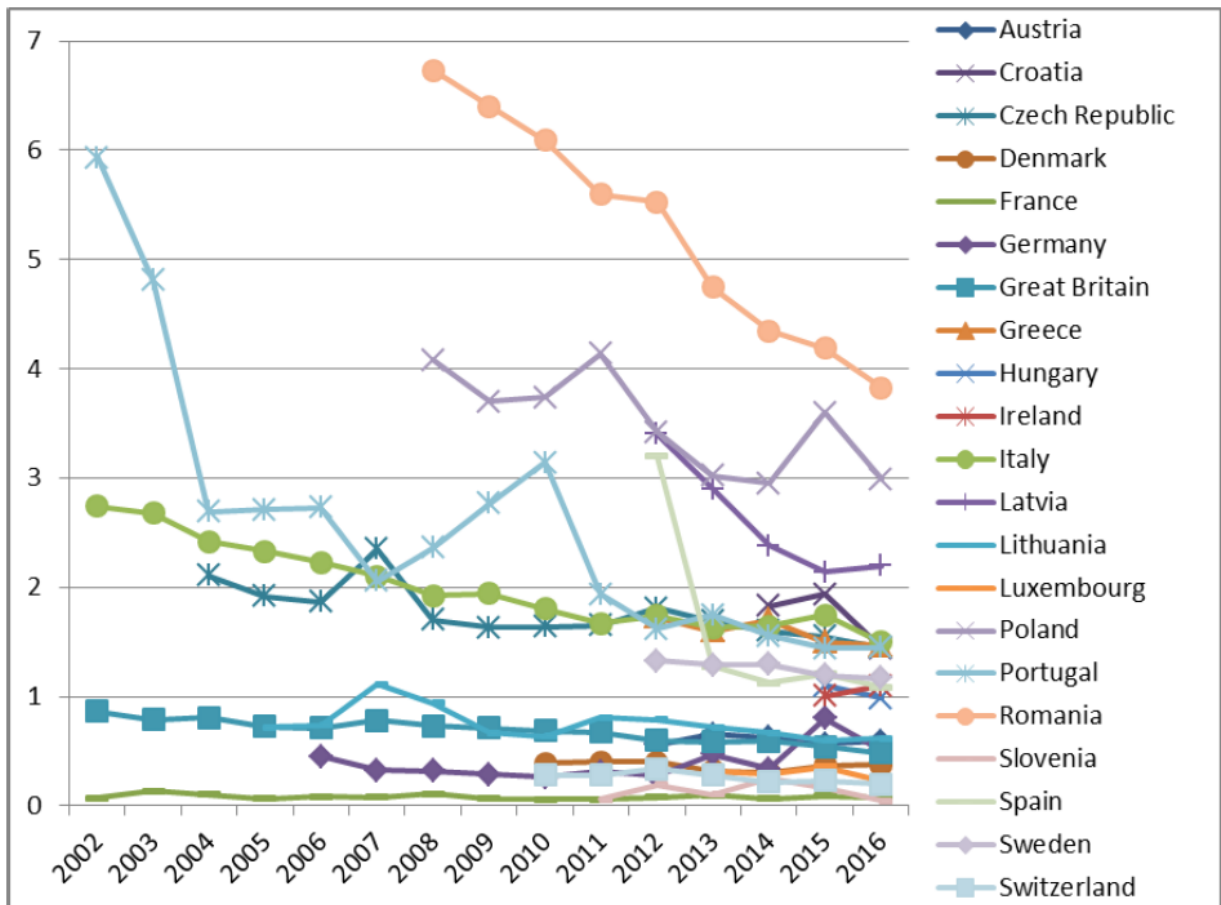


Figure 2: Unscheduled supply interruptions (faults) without the exempted interruptions (Number of interruptions per customer and year)

Title of vertical axis: Number of interruptions per customer and year