



HEDNO

Press Release

**HEDNO's renewed app is here!
All services in one platform on your mobile/a new
digital experience**

New digital services by MyDEDDiE mobile app for optimized customer support and simplified user experience.

Users can download MyDEDDiE on their mobile phone through the app store for iOS or google store for Android. Quick access to HEDNO's services 24/7, from anywhere, at any time.

Users can:

- Create a user account and store different account numbers under different aliases.
- Report/revoke power supply faults and overview existing faults and damages.
- Report hazardous situations at the electricity network.
- Submit contact requests.
- Submit requests for first-time power supply connection or increase or for decreasing power in an existing supply.
- Submit requests for integrating/grouping supplies due to modification in the internal installation or rearrangement of the supply.
- Submit requests for checking the good operation of metering devices.
- Grant or deactivate night off-peak rates.
- Revoke an existing request.
- Submit a Licensed Electrician Certification (LEC) for a first-time or irregular check or a regular recheck of the internal electricity installation.
- Enter meter readings.
- View usage statistics, usage history and meter reading (available for the last 5 years) and curve graphs for supplies under telemetering.
- View usage graphs and compare current and previous year usages (available



HEDNO

for the last 2 years).

- Receive automated notifications for scheduled power cuts.
- Receive automated notifications for upcoming metering dates.
- Receive automated notifications for status changes in submitted requests.
- Access the submitted requests history which includes all details for each request, such as the submission date, the request category, the request status etc.
- View all user notifications under the incoming messages feature and review each notification separately.

Users can access the app's full features and keep their profile by logging into MyDEDDiE via TaxisNet. If they do not wish to use TaxisNet credentials, they can enter as a guest and use a limited version of the app.

Quick updates

Users can receive quick, general notifications or notifications on planned power cuts for one or more municipalities/communities of their choice.

For fault reports, contact requests and network connection requests, the revocation of requests and the recording of meter readings, users must enter their full name and their mobile number to receive and verify the one-time password (OTP) prior to the final submission or revocation.

The app enables HEDNO services to receive fault reports and submitted requests quickly and supports the same-day entry of meter reading in the IT system.

HEDNO's CEO Mr Anastasios Manos stated that:

"With this renewed application, HEDNO implements its promise for a full digitalization of its services and its transformation into a modern, customer-focused business. HEDNO grows in hand with new technologies and achieves digital transformation".



HEDNO

Athens,
15 May 2023

Press Office