

HEDNO: Successful execution of cut-off orders

Concerned with reports regarding discriminatory treatment of PPC in the interest of other suppliers concerning HEDNO's efficiency in executing cut-off orders due to overdue debts, HEDNO would like to clarify the following:

In 2018, the total number of cut-off orders received across Greece from all suppliers reached 536,647, out of which 228,674 orders were recalled (due to debt repayment and in several cases following a visit from HEDNO's crews) and 298,992 were executed; only 2% of the total number of cut-off orders are still pending.

From the beginning of 2019 to the present day, HEDNO has received 192,480 cut-off orders due to debts, out of which 55,491 have been recalled and 87,113 have been executed; pending orders have reached 26%, a percentage that will be reduced as the execution of orders continues.

These figures demonstrate HEDNO's efficiency, given that its crews - in addition to handling large numbers of cut-off requests - are simultaneously carrying out inspections for power-thefts, identifying more than 10,000 incidents on average, based on official data.

Despite facing adversity and serious technical staff shortages - it is indicatively reported that, for a total of 7,5 million accounts, HEDNO's technical staff reaches 2,142 people while the total number of staff dedicated to readings is only 283 - HEDNO is still making every effort to offer the best customer service.

Athens, June 27, 2019**Press Office**