

**Electricity cut-off orders “successfully” executed**

On the occasion of press reports referring to ineffectiveness in the execution of electricity cut-off orders due to outstanding debts and following the Press Release issued on 27 June 2019, HEDNO would like to point out:

The difficulties in accessing electricity meters or aggressive behavior or/and physical obstruction by the consumers (considering that, reasonably, HEDNO staff and its partner contractors are not legally entitled to exercise any type of violence), lead in many cases in the characterization of these cut-offs as “unsuccessfully executed” despite the fact that the competent crew has attempted to cut-off the supply but this was not possible due to serious objective conditions.

The classification of these supplier requests based on these characterizations, is altogether consistent with the applicable Regulatory Framework which has been approved by the Regulatory Authority for Energy of the Network Management Code and the Manual on Measurement Management and Regular Clearing of Network Providers that clearly state:

“Execution of a cut-off order or deactivation of a load meter means the transition-visit of a representative of the Network Operator to the Customer’s supply and, **if possible**, the deactivation or reactivation of the supply for the customer. The reasons a deactivation or a reactivation of a Customer supply may not be possible are forwarded to the supplier in written or with any other electronic means”.

All of the staff at HEDNO together with the contractors are working systematically to ensure solid provision of services for all users of the electricity Distribution Network (consumers-suppliers-producers) and are effectively responding to the very large demand of work resulting from the Company’s multifaceted role in the Greek energy market. The technical crews, despite the adverse conditions they frequently come across with - often with serious health and safety risks-, are efficiently responding in line with all the obligations outlined by the Company and according to the procedures described in HEDNO’s Regulatory Framework.



To reinforce all above mentioned information, it is reminded that for 2018, outstanding cases from the total number of cut-off orders received by HEDNO at a national level from all electricity suppliers, has just been at 1%.

**Athens, 17 September 2019**

**Press Office**

