



Press Release

Monthly meter readings are gradually commencing

Driven by our commitment to enhance customer support, HEDNO has initiated the monthly meter readings, set to be completed nationwide until the end of the first semester this year.

Consumers are therefore kindly requested to:

Ensure that HEDNO's technical staff and partner contractor companies have access to the electricity meters in their properties to conduct the reading and send it to the selected electricity Supplier for issuing the clearance bill.

In case of failure to conduct the reading, all customers can enter the respective indication displayed on the meter within four business days from the date of the attempted access to the meter at the property. How to submit your reading:

- Call HEDNO's Customer Service Call Center at 800-400-4000, free of charge
- Enter the reading on HEDNO's website, by visiting <https://apps.deddie.gr/ccrWebapp/newccticket.html?type=8>
- Via the My DEDDIE App, from their mobile device.

The Minister of Environment and Energy, Mr. Theodoros Skylakakis, stated: "We are implementing our commitment for monthly electricity meter readings. As HEDNO's readings continue to advance nationwide, we anticipate a significant drop in electricity theft. This development, together with the intensified competition among electricity providers, the increasing penetration of Renewable Energy Sources (RES) into our energy infrastructure and the establishment of interconnections for our islands, will yield significant benefits for consumers, notably leading to lower billing rates".

Athens,
26 January 2024



Press Office