



Press Release

HEDNO's inspections to identify electricity theft incidents have increased by 65% in the first five months of 2024.

The enhancement of human resources, the digitalization of internal operations and systems, and the utilization of up-to-date portable equipment have collectively contributed to a 65% increase in inspections aimed at detecting electricity theft incidents during the first five months of this year.

More specifically, in the first five months of 2024, HEDNO conducted 13,000 inspections for potential electricity theft incidents, compared to 8,000 inspections during the same period last year and in 2022, marking a 65% increase.

Similarly, the total number of established thefts, for which relevant charges were applied and letters sent to debtors, increased by 50%. There were 6,000 cases in the first five months of 2024, compared to 4,000 in the same period in 2023 and 2022.

However, debt collection rates due to electricity theft have improved. These collections, are indirectly returned to consumers.

Since the start of the year, HEDNO has collected approximately €8.5 million from electricity theft incidents occurring in recent years. In comparison, the corresponding amount collected in each of the previous two years averaged €6.5 million.

At the current pace of work, it is expected that by the end of this year, more than 30,000 electricity theft inspections will be completed nationwide, with collections anticipated to exceed €20 million.

Large low- and medium-voltage customers are also targeted by HEDNO. Using advanced tools to analyze metering data from multiple sources, such as the Telemetry Center, cases of suspected electricity theft are now being identified daily. For example, 400 targeted inspections of large customers (categories No 5-6-7 and medium voltage supplies) conducted over a period of 10 days revealed 35 cases of power theft, estimated to account for 4,800 MWh of lost energy. This energy is



equivalent to 700 low-voltage supply power thefts.

The amount to be paid by the users of these supplies is estimated at more than €1.3 million.

HEDNO has prioritized addressing electricity theft incidents, as these result in indirect charges for reliable and consistent consumers. Over the last two years, the company has implemented actions to increase capacity, primarily by recruiting additional technical staff, equipping crews with portable devices such as tablets, utilizing digital tools, and upgrading the equipment used for inspections. These controls are coordinated and monitored centrally, on a daily basis and with advanced artificial intelligence systems.

The maturation of these efforts over the past few years has led to faster and more effective detection of such unlawful actions.

At the same time, in close cooperation with the Ministry of Environment and Energy, the relevant legislative framework has been tightened, with Law 5106/2024, proposed to the Parliament by the Minister of Environment and Energy, Mr.

Theodoros Skylakakis, resulting in the introduction of strict measures against electricity theft and strategic electricity bill defaulters.

Among others the law stipulates several provisions, including the obligation to submit a new Solemn Declaration by a licensed electrician installer if the business operator changes, the revocation of the electrician's professional license in cases of involvement in power theft, HEDNO's authority to obtain necessary tax data from IAPR to address electricity theft, and a defined period of four months for non-vulnerable electricity consumers who do not pay their bills to remain in the universal service.

HEDNO is committed to continually upgrading its operating model and intensifying efforts to detect electricity theft in industrial and commercial supplies. This will be achieved through targeted inspections, aiming to exceed the frequency required by regulatory obligations.



Athens
5 June 2024

Press Office