



Press Release

HEDNO upgrades the services provided to its customers by digitalizing its Network

HEDNO has completed the digitalization of the Medium Voltage grid offering a series of benefits for its customers, including speedier fault restoration and better services and customer support, and ensuring improved control for the entire Electricity Distribution Network.

By prioritizing a customer-oriented approach and the digitization of all its operations, HEDNO enhances its Technical Services with GIS. This important and necessary tool enables the detailed recording and monitoring of the Network, now carried out digitally on screens (previously conducted through maps).

With the digitalization of the Network, customer support is upgraded, becoming quicker, faster and more targeted. Specifically for faults, scheduled outages or emergencies due to extreme weather events, restoration time is reduced, given that all components of the network are now located faster. GIS provides more immediate information on issues related to the services of HEDNO (such as new RES requests, charging stations, execution of projects near the network, etc.).

With GIS, HEDNO collects data and obtains the exact location of the visible components of the network, using digital tools such as Mobile Mappers equipped with LiDAR (technology based on the emission of pulsed laser radiation) and 360° cameras. HEDNO is therefore better prepared in terms of prevention and maintenance, as well as the coordination of actions in the event of emergency and breakdowns.



The upgrading of the services provided to customers, the quicker satisfaction of their requests and the improvement the level of services, remains a constant priority for HEDNO.

Athens,

20 June 2024

Press Office