



PRESS RELEASE

HEDNO upgrades its phone services for customer support

HEDNO will immediately proceed with upgrading the phone services provided to all customers by covering all types of services provided.

More specifically, customers can call the **24-hour 11500 (or 2111900500)** number or instead, the [HEDNO customer support numbers](#) during their opening hours depending on the area of interest (the numbers are listed on the Company's website). (www.deddie.gr)

Moreover, in case of failure, apart from 11500, customers can also report their electricity supply problem of their property in the respective online application of HEDNO's website ([Online Power Cut Report](#)).

For the extremely limited number of services for which the physical presence of the customer will be required - such as services whose provision requires identification and/or signature - HEDNO provides the capacity for scheduled appointments at its local area branches across Greece which can be booked over the phone ([Service Points](#)).

Please note that HEDNO branches will be open for the public for services that require physical presence and only after previous phone communication and scheduled appointment.

The upgrading of phone and online services is part of the central planning of HEDNO for the modernization and digitalization of all services, based on the best satisfaction of customers and their requests.

At the same time, and considering the current situation in the country, the upgrading of the alternative communication paths comes to prevent crowding at the Company's branches and ensure the protection of all customers' and employees' health.

Athens, 13 March 13 2020

Press Office