



## PRESS RELEASE

### **New update on customer service**

HEDNO, following the upgrade of its phone services for customer service and in the context of its adjustment in the extraordinary conditions created by the pandemic, would like to inform the public regarding the following:

Customers may contact the Customer Call Center 11500 (or the telephone number 2111900500) 24 hours a day, or alternatively, during business hours, the HEDNO service numbers, as posted on HEDNO's website <https://www.deddie.gr/el/simeia-eksupiretisis/diktyo-exipiretisis/> .

Moreover, to file a new connection application or any other application for an existing account, as well as to send any connection documents (e.g. Licensed Electrician Certification etc.), customers may use the email addresses of the various areas, which are posted on the Company's website <https://www.deddie.gr/el/simeia-eksupiretisis/diktyo-exipiretisis/> .

For the extremely limited number of services requiring the physical presence of customers, such as services requiring identification and/or signing a Connection Agreement, HEDNO shall accept customers only upon a scheduled appointment at the local area branches across Greece, following a phone communication.

The upgrade of the alternative communication channels aims to avoid overcrowding customers at HEDNO's service points in order to protect Public Health.

**Athens, May 4, 2020**

**Press Office**