

PRESS RELEASE**Report with a single click and be quickly updated
regarding the restoration of any faults**

In the context of the continuous upgrade of its services for the best customer care of its clients, HEDNO announced the new upgraded application for the online power supply fault report providing updates via sms.

More specifically, consumers may visit HEDNO's website at <https://apps.deddie.gr/PowerCutReportWebapp/index.html>, either via computer or a mobile device (smartphone, tablet etc.), and report incidents relating to faults in their power supply (power supply outage, irregular voltage power supply, etc.).

For the report, the visitor must register their Account Number (indicated in a visible spot on the electricity bill of the Providers) as well as some personal information (full name, mobile phone number) and other relevant information (if the visitor is the contracted user of the account or a general user of the account, etc.).

Once all the information is registered, the user shall receive an sms with a special code to authenticate their mobile phone number (authentication pin) and update them on the successful registration of their report. This will be followed by two informative sms, one for the estimated completion time of works and one regarding the complete restoration of the fault.

The new upgraded service is part of the wider HEDNO strategy on making available new mobile applications that will support online customer service, addressing the widest range of customer needs.

Athens, May 29, 2020**Press Office**