

HEDNO remains dedicated to its customer-centered strategy and the digitalization of its services, announcing that from Monday, 4 November 2024, all requests shall be **submitted online only, with the requirement for physical presence and the submission of physical documents the company's branches.**

More specifically, from next Monday, all HEDNO customers shall submit their requests via the deddie.gr website and the mobile and tablet "my deddie app" ([android](#) & [IOS](#)), both of which provide request category options and a document upload feature, if required.

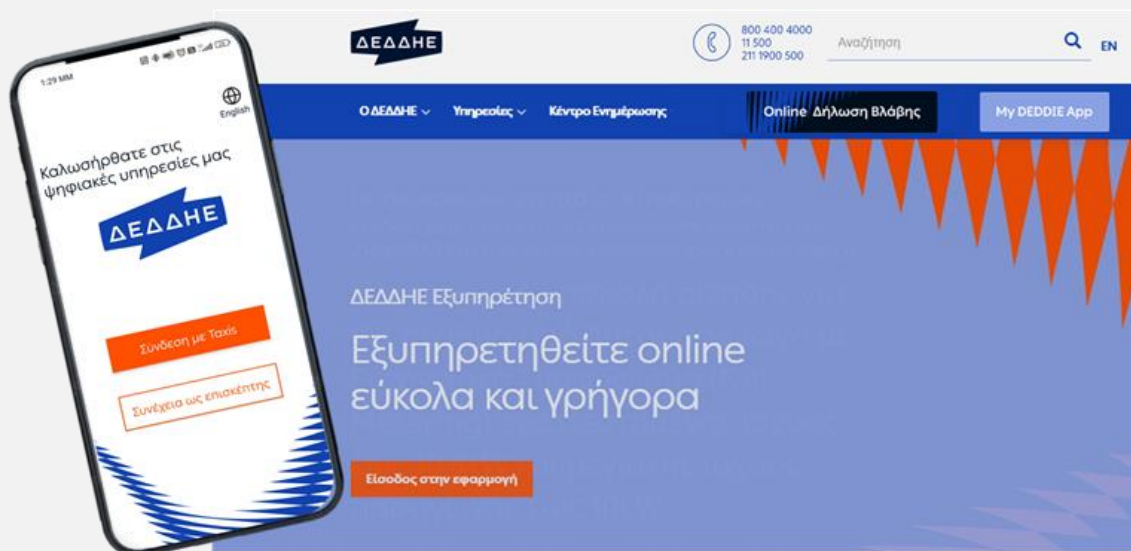
This covers all requests, including the following categories:

- New connections (initial connections/construction sites/home/business)
- Modification of existing connections (augmentation/decrease/unification/separation)
- Submission of Installer Solemn Declarations (initial reviews, regular reviews, special reviews)
- Metering device checks & reinstallations
- Electromobility – Connections to charger in existing or new supplies
- Nights rates (granting, change, deactivation)

Our new support **offers an improved experience** and facilitates the processing of requests by enabling customers to submit their requests remotely. This way, HEDNO remains dedicated to its priority for upgrading its customer services with quicker and more efficient requests processing.



HEDNA



Athens,
30 October 2024

Press Office