

Athens, 18 November

HEDNO installs new information system

With the "Hercules" project, the Hellenic Electricity Distribution Network Operator enters the digital age by placing customers at the center

Today, at the central offices of the company and in the presence of the Minister of Mr Kostis Hatzidakis, CEO Mr Anastasios Manos signed with Intrasoftware International S.A – OTE S.A. the agreement for the new SAP Customer Relationship Management (CRM) information system with a total budget of approx. 28 million Euro.

This new system will enable HEDNO to respond faster and more effectively to all customer inquiries (consumers and providers) through the digitalization of documents. At the same time, the features of the new CRM will be utilized at the maximum with the gradual digitalization of the Electricity Distribution Network.

The Minister of Environment and Energy, Mr Kostis Hatzidakis, stated: *"The "Hercules" project will help tremendously towards the digital transformation of HEDNO. HEDNO, as well as PPC, were until now reflecting a dysfunctional character for its services, which were reliable but not as fast. PPC and HEDNO have started changing. And amongst others, this means adopting new technologies. The investment program of HEDNO for the next years - which will also be supported by the upcoming partial privatization at a 49% percentage - will help massively towards this direction. "Hercules" will be combined with "smart" meters, the highlight project concerning the transition of HEDNO to the digital age which will have a positive effect on the daily life of citizens".*

HEDNO CEO Mr Anastasios Manos stressed: *The digitalization of HEDNO has started and is progressing at a great pace. Its completion is crucial for the future of the energy market in Greece and necessary for achieving all of our*

national energy objectives. Crucial projects like "Hercules" are leading growth in HEDNO and play an important role in modernizing the company and drastically changing the way services are provided to all customers. In order to welcome and utilize smart meters, projects like this one today are necessary because they support their operation and their advanced features".

A few of the most important benefits offered by the new system include:

- Restriction of the number of damages at the Network as well as their duration (Enterprise Asset Management module). The crews will be attempting faster and with greater precision for restoring these damages and this means that customer and/or business disturbance and inconvenience will also be reduced (Workforce Management module).
- All consumers will be able to see their energy profile - through their smart meter - and use this information towards their benefit as well as the benefit of their community. Providers will be able to have direct access to energy data for better business planning and shaping their commercial policy (Metering and Energy Data Management module).
- The anti-social phenomenon of electricity theft will be restricted to a great extent, which means better budgeting for homes, businesses as well as energy providers.

Finally, please note that with the implementation of the new system which will be completed and will properly start within 28 months, HEDNO is operating within the guidelines of the Strategic Energy Technology (SET) Plan of the EU, which in the context of the transition of the energy market, encourages consumers - by ensuring their access to all necessary data in a transparent, friendly and safe manner - to change and adapt their energy behavior by maximizing the benefits for themselves as well as the environment.

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