



## ANNOUNCEMENT

HEDNO would like to announce that for all citizens whose electricity supply was affected during Medea between 14 and 21 February resulting in them contacting the customer support and damage report center at 11500 or 2111900500 from a landline or mobile phone, will not be charged for these calls.

More specifically, HEDNO, in cooperation with all telecommunication providers, will cover these charges to 11500 and 2111900500 for this period for all areas affected by the extreme weather conditions. The telecommunication providers will credit all citizens who were charged for these calls.

The Minister of Environment and Energy, Mr K. Skrekas stated: "From the very moment that we found out about the amount of these charges to the five-digit damage report number of HEDNO, we immediately developed a solution to ensure that these people, who really suffered during Medea, will not be burdened with this cost. And we shall continue with a net of measures which we have already scheduled for the next day, including the upgrade of HEDNO's online application through which customers will be able to provide damage updates and help in detecting trees that can potentially cause problems at the network."

CEO Mr A. Manos stressed that "HEDNO has a top priority to upgrade customer support and shall soon complete a relevant tender which started a few months ago for the free phone support for all citizens across Greece, through a new phone line that will be announced in the upcoming period."

**Athens, 1 March 2021**

**Press Office**