

ANNOUNCEMENT

In the context of implementing the Regulatory Authority Decision No. 1151 A/2019, HEDNO would like to inform consumers regarding the following:

A. Granting money to consumers who have suffered damage to their electric appliances, due to an accidental outage of the neutral conductor of the Low Voltage network.

Based on the aforementioned decision, the existing procedure according to which money is granted to consumers who have suffered damage to their electric appliances due to an accidental outage of the neutral conductor of the overhead or underground Low Voltage network is modified.

More specifically:

1. The time period granted to the consumer to file a compensation claim is increased from four (4) to ten (10) working days. However, consumers are encouraged to file their compensation claim as soon as possible from the incident, as it is easier to identify evidence, information and findings that suggest that there was an outage of the neutral conductor of the Low Voltage Distribution network that supplied a specific consumer and possibly caused damage to their electric appliances.

2. The maximum amount of money granted for damage to appliances is increased to € 600, provided that all relevant conditions apply, regardless of the account type.

As for the rest, the relevant procedure remains unchanged and is described in detail on HEDNO's website www.deddie.gr.

The above modifications shall enter into force on 03.05.2020.

B. Modification of the Guaranteed Services programme.

Based on the aforementioned Regulatory Authority decision, the modification of the Guaranteed Services programme is foreseen, via which HEDNO provides services to consumers within guaranteed quality limits.



In this direction, HEDNO, having as its top priority the continuous improvement of the services provided to Consumers, has already started all necessary actions in order to adjust to the regulatory requirements provided in the aforementioned Decision and proceeds to implement all necessary and time-consuming changes, in order to be able to implement the modified Guaranteed Services programme as soon as possible.

A new announcement shall follow, once the relevant planning of the above is complete, in accordance with the Regulatory Authority.

Athens, April 30, 2020

Press Office

