



PRESS RELEASE

CUSTOMERS' CONTACT INFO CALL CENTER **11500**

HEDNO announces the operation of the Customers' Contact Info Call Center, **11500**, from tomorrow Wednesday 8th of July.

The Customers' Contact Info Call Center will operate during working days from 07.00 to 19.00.

The Call Center will provide information on all issues referring to HEDNO's competence as Distribution Network Operator (connections with the Network, modifications to existing supplies, metering, Social Residential Tariff etc.).

By dialing the five-digit telephone number **11500** (with local call charge), customers will be informed on the procedure and the documents required for the fulfillment of different requests. The Call Center will also provide guidance and information on power supply issues, in order to help customers submit their requests at local HEDNO's offices.

The operation of the Call Center is part of HEDNO's constant effort for improving and upgrading its services to consumers, as well as providing quality services to meet customers' needs.

Athens, 7th of July 2015

From the Press Office