



PRESS RELEASE

HEDNO: New services from the Customers' Contact Info Call Center (11500)

HEDNO's Customers' Contact Info Call Center (11500) will provide new services as of Monday, 18 July 2016, as the customers will be able to submit their requests by phone for the following:

- Meter check
- Supply/ies rearrangement
- Change of the agreed power (increase or decrease) of existing supply.

It is reminded that the Customers' Contact Info Call Center 11500 started operating a year ago providing information about all matters falling within the competences of HEDNO, as the Distribution Network Operator (connections with the Network, changes in existing supplies, measurement, Social Residential Tariff etc).

At the same time, the consumers are able by calling 11500 to announce the regular power readings of their property's meter and submit an application for a time-based billing meter (off-peak tariff) for their power supply.

The working hours of the call center is from 07.00 to 19.00, all working days.

Athens, July 15th, 2016

Press Office