

PRESS RELEASE

HEDNO denies explicitly and expressly that there are irregularities in the procedure of management of works in consumers' power supply interruptions – reconnections due to expired debts towards their Suppliers.

This is underlined by the Hellenic Electricity Distribution Network Operator (HEDNO) referring to statements and references to the Mass Media by third parties mentioning untruly that there are irregularities in the execution of orders for interruptions and reconnections.

Specifically, for restoring the truth and for providing reliable information to the public regarding the inaccuracies that are mentioned, HEDNO clarifies the following:

- The conduct of interruptions-reconnections of power supplies due to debts is made by the competent HEDNO service teams which consist of permanent and temporary personnel and, alternatively, if there is no such possibility, by service teams of contracting companies (contractors).
- The award for implementation of the mentioned works to companies is made following open calls for tenders referring to provision of services for interruptions – reconnections of power supplies due to debts to third parties, keeping unswerving all the relevant procedures. Until today, no accusation has been reported regarding any form of cooperation between HEDNO employees and the mentioned companies.
- Concerning the relevant issues of Tenders and Agreements that are signed with the above mentioned companies, a fee is foreseen per piece of work for power supply interruption or reconnection. The mentioned fee is escalated per piece depending on the geographical spread of the power supplies under interruption or reconnection (e.g. urban, rural or particularly distant geographical area) and on the point where the work should be executed (interruption of supply with extract of the electricity meter cartridge, interruption of supply with disconnection of the power supply cable from a pole of an overhead network etc.).
- Possible cases of transactions between members of the mentioned companies service team and consumers constitute reason for termination of the relevant Agreements, as explicitly stated in them.



With this opportunity, consumers are advised to report the sooner the better to the competent offices of HEDNO by phone, e-mail etc. any case of transaction or improper behavior of the service teams for the interruption – reconnection of power supplies that might notice.

Particularly, it is pointed that all the relevant transactions are implemented in the offices either of Power Suppliers or of HEDNO and no other transaction is foreseen or allowed to be carried out outside these premises.

Additionally, it is pointed out that the above mentioned interruptions-reconnections of consumers' power supplies are conducted by HEDNO after notifications given by Power Suppliers (traders) that are activating within the Country due to existence of debt to them within the boundaries of their agreement with the consumers for power supply.

Athens, 19th of November 2012 From the Press Office



HEDNO is a 100% subsidiary of PPC S.A. and the Operator of the Hellenic Electricity Distribution Network.