



PRESS RELEASE

## **Metering indications registration by HEDNO's Customers' Contact Info Call Center (11500)**

HEDNO announces that from today, Monday 3<sup>rd</sup> of August 2015, consumers of **Attica** and **Thessaloniki** Prefectures will be able to submit by phone the electricity meters indications of the regular (scheduled) metering for their property, not only to HEDNO's local offices but also to the Customers' Contact Info Call Center **11500**.

It refers to cases for which the regular (scheduled) meter indications registration was not possible either because the meter was located to a point where access was not possible or the consumer was absent and received the relevant visitation notice (on which the exact date and time of visit is mentioned) by HEDNO's service team.

The customers can announce meter indications to **11500**, either the same day until 19.00, or within the next day until 10.00.

Within a short period of time, this possibility will be provided also to consumers for the rest of the country, for whom the possibility of meter indications announcement of the scheduled metering will continue to be provided until then, by calling HEDNO's local offices.

**Athens, 3<sup>rd</sup> of August 2015**

**From the Press Office**