



Do you think that your electrical appliances have been damaged due to our responsibility?

We would like to inform you that if you think that your electrical appliances have been damaged due to network problems which HEDNO had to deal with, you can submit an application form to the local HEDNO office competent for your property within four (4) working days from the event.

Additionally, we would like to inform you that:

- If it is concluded that it is caused by omissions or actions taken by employees or services responsibility, we compensate you with an amount that depends on each case and it is relevant to the damage caused¹.
- Specifically, since the damage of your appliances is due to random² neutral breaking of the Low Voltage network, an amount up to 300€ or 400€ is paid for one phase or three phase supply respectively, depending on the damage.

For the payment of the amount you should:

- Submit on time the above mentioned application form.
- Provide at our disposal, when asked, the damaged appliances or equipment for 2 days in order to be checked before their repair.
- Provide at our disposal, when asked, the electrician's documents substantiating the cost of damage repair or replacement of appliances or equipment with others of equivalent standards (invoices etc.).
- Sign a statement in which it is stated the acceptance of the compensation or the amount paid.

We would like to inform you that HEDNO:

- Decides on the consumers' applications within fifteen (15) working days from their submission, adding the time of possible delay on behalf of the consumer for the submission of the documents required.
- In case of the application approval, HEDNO will pay the amount within one month from the decision taken on the application.

Further information on the above, as well as on the protection of your sensitive electrical appliances can be provided at our local offices.

1 Compensation is not paid for damages of electrical appliances which are caused by random failure of network materials, apart from the random damage of neutral breaking of the Low Voltage network, as well as for damages of appliances that are not time-related to any network fault or they are not related to the network topology.

2 Damage which is not related to HEDNO employees' responsibility or its contractors due to relevant actions or omissions nor due to force majeure.