



The transformation of HEDNO

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A quick look on HEDNO



Main objective – The transformation of HEDNO into a Modern Electricity Distribution Network Operator



Transition of the Greek energy market into an active consumer-based market and a market of new, eco-friendly technologies



Meeting all the objectives of the National Energy and Climate Plan.



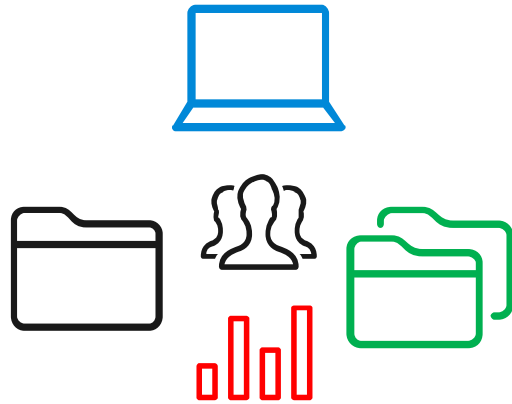
Maximizing RES penetration



Promoting electro-mobility infrastructure

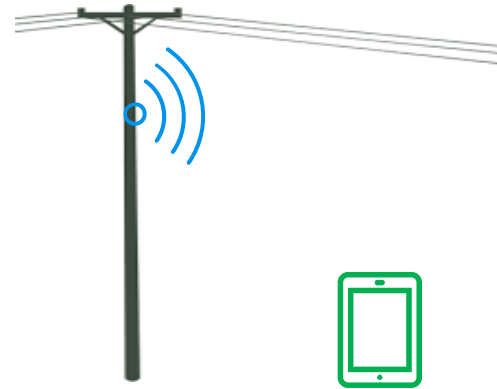


New strategy for digitalization at three levels



01 Internal operation

New organizational structure,
Changes in regulations,
KPI monitoring,
Automation of procedures,
Management Information
System (MIS)



02 Distribution Network

Telemetry, SCADA,
GIS, Smart meters



03 Customer support

Online and over-the-phone
support
My **DEDDIE APP** for damage
reports,
Call back service





Thank you very
much