

## Frequently Asked Questions

### 1. Where can I find the required Business Partner Number (ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ) in order to register?

- **Individual**

The Business Partner Number (ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ) is depicted in your bill. Please consult the picture below.

<< New >>

Τα στοιχεία σας		Αναλυτικά οι χρεώσεις														
Κωδικός Εταιρείας:	111111111	Χρεώσεις Προμήθειας ΔΕΗ	138,27													
Λογ. Συμβολαίου:	30000000000	Πόγια Χρέωση kWh 1445x0,09460€/kWh	1,57 136,70													
Στοιχεία Πελάτη:	1070 1234															
Αρ. Παραστατικού:	60000000000															
ΑΦΜ/ΑΔΤ:	999999999															
Εγγύηση:	130,00 €															
<b>Ενδείξεις Μετρητή</b> <table border="1"> <thead> <tr> <th>Αριθμός Μετρητή</th> <th>Τύπος Τυπικός</th> <th>Τελευταία Καταμέτρηση</th> <th>Προηγούμενη Καταμέτρηση</th> <th>Διαφορά Καταμέτρησης</th> <th>Προσθ. kWh</th> <th>Επίπεδο Κατανάλωσης</th> </tr> </thead> <tbody> <tr> <td>12345678</td> <td>11</td> <td>90450</td> <td>89005</td> <td>1445</td> <td>0</td> <td>1445</td> </tr> </tbody> </table>		Αριθμός Μετρητή	Τύπος Τυπικός	Τελευταία Καταμέτρηση	Προηγούμενη Καταμέτρηση	Διαφορά Καταμέτρησης	Προσθ. kWh	Επίπεδο Κατανάλωσης	12345678	11	90450	89005	1445	0	1445	<b>Ρυθμιζόμενες Χρεώσεις</b> 83,05 ΑΔΜΗΕ: Σύστημα Μεταφοράς Η/Ε 7,97 ΔΕΔΔΗΕ: Δίκτυο Διανομής Η/Ε 32,25
Αριθμός Μετρητή	Τύπος Τυπικός	Τελευταία Καταμέτρηση	Προηγούμενη Καταμέτρηση	Διαφορά Καταμέτρησης	Προσθ. kWh	Επίπεδο Κατανάλωσης										
12345678	11	90450	89005	1445	0	1445										

<<Old>>

ΕΙΔΟΣ ΛΟΓΑΡΙΑΣΜΟΥ		ΕΚΚΑΘΑΡΙΣΤΙΚΟΣ	
Τιμολόγιο	Ε1 Οικιακό Τιμολόγιο	ΠΑΠΑΔΟΠΟΥΛΟΥ ΜΑΡΙΑ	342 024290
Περίοδος Κατανάλωσης	01/01/2017 - 04/01/2017	ΔΕΛΦΩΝ 99	
Πόμπη	122	996 99 ΚΑΡΔΙΤΣΑ	639
Κατανάλωση ηλεκτρικής Ενέργειας	1397 kWh		
Παραγωγή Τηλεπλάτης	07/12/2018		
Κωδικός Έργου	2121121212		
Α/Α Λογαριασμού	1111111111	Αριθμός Παράσης	1 23456789-01 5
Στοιχείο Πελάτη	1000 04 99 016/002	Διαδρομή Αερίων	8107 6
Αρ. Παραστατικού	60000000000		999 99 ΚΑΛΑΜΑΤΑ
ΑΦΜ/ΑΔΤ	999999999	Επόμενη Καταμέτρηση:	01/09/2017
Εγγύηση	130,00 €		
		<b>Ο λογαριασμός σας συνοπτικά</b> Αξία σε € ΔΕΗ 133,71	

- **Corporation/Company**

#### Low voltage business

The Business Partner Number is depicted in your bill. Please consult the picture below.

ΕΛΛΗΝΙΚΗ ΔΗΜΟΣΙΑ ΕΠΙΧΕΙΡΗΣΗ ΗΛΕΚΤΡΙΣΜΟΥ Α.Ε.  
www.deh.gr

Εξυπηρέτηση Πελάτη ΔΕΗ  
ΚΑΤΑΣΤΡΟΦΟΚΑΛΩΣΕΙΣ  
ΑΡΙΘΡΟΣ 11770-26  
11 770

Εξυπηρέτηση ΟΓΔΑΜΕ  
Παράβολο: 11.000  
ΚΑΔΕ: 22720-44305  
Παράβολο: 22720-22600

Είδος Λογαριασμού: **ΕΚΚΑΘΑΡΙΣΤΙΚΟΣ**  
Τριμώλο: **Γ1 Οικιακό Τριμώλο**  
Περίοδος Εκπόνησης: 04/01/2017 - 04/01/2017  
Κλάση: 122  
Καταστάση Εξυπηρέτησης: 1307 ΚΑΘ  
Καταστάση Τελών: 0731/2014  
**Κωδικός Πελάτη: 111211111**  
Αριθμός Διαμόρφωσης: 111111111  
ΑΔΑ Αναγραφής: 111111111  
Στοιχεία Πελάτη: 9050 38 98 124202  
Αρ. Παραγωγής: 44500000002  
ΑΔΗ/ΚΑΤ: 994999999  
Ετήσιο: 71,29 €

ΠΑΠΑΔΟΠΟΥΛΟΥ ΜΑΡΙΑ  
ΔΕΛΦΙΝ 99  
890 99 ΚΑΡΔΙΤΣΑ  
639

Αριθμός Παραγωγής: 1 23456789-01 5  
Αριθμός Διαμόρφωσης: ΚΑΤ 6  
890 99 ΚΑΡΔΙΤΣΑ

Επόρευση Καταμέτρησης: 01/09/2017

Ο λογαριασμός σας συνοπτικά  
ΔΕΗ 133,71

## Medium voltage business

The Business Partner Number (**ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ**) is depicted in your bill. Please consult the picture below.

ΔΗΜΟΣΙΑ ΕΠΙΧΕΙΡΗΣΗ ΗΛΕΚΤΡΙΣΜΟΥ Α.Ε.  
ΧΑΛΚΟΚΟΝΙΣΤΡΥΗ 30-104 32 ΑΘΗΝΑ Α.Φ.Μ. 090000945 ΔΟΥ ΦΑΕ ΑΘΗΝΩΝ

ΛΟΓΑΡΙΑΣΜΟΣ ΗΛΕΚΤΡΙΚΟΥ ΡΕΥΜΑΤΟΣ ΜΕΧΡΙΣ ΤΑΞΗΣ / ΔΗΜΟΥ & ΝΕΡΙΤ  
ΕΚΚΑΘΑΡΙΣΤΙΚΟΣ

ΚΑΤΑΣΤΗΜΑ: ΤΟΜ ΜΕΓ. ΠΕΛΑΤΩΝ ΑΘΗΝΑΣ  
Δ/ΝΣΗ: Αρσενίου 5-7 Αθήνα 10559  
Πληροφορίες: 210 3287144 Φαξ: 210 3287148  
Βλέπετε: 1090

ΑΡ. ΠΑΡΑΣΤΑΤΙΚΟΥ: 750900000000  
ΑΡ. ΛΟΓΑΡΙΑΣΜΟΥ: 100000001004  
**ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ: 1000001234**  
ΠΡΟΚΑΤΑΒΟΛΗ: 2.934,79

ΟΝΟΜΑ - Δ/ΝΣΗ ΕΠΙΧΕΙΡΗΣΗΣ  
Δ/ΝΣΗ ΑΚΡΗΤΟΥ  
ΑΡΣΕΝΙΟΥ  
10559 ΑΘΗΝΑ  
ΑΦΜ: 012345678

Α/Α ΛΟΓΑΡΙΑΣΜΟΥ	ΗΜΕΡΟΜΗΝΙΑ ΕΚΔΟΣΗΣ	ΠΕΡΙΟΔΟΣ ΚΑΤΑΝΑΛΩΣΗΣ	ΗΜΕΡΕΣ	ΣΤΟΙΧΕΙΑ ΠΕΛΑΤΗ	ΑΡΙΘΜΟΣ ΠΑΡΟΣΗΣ
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## Collective Bill Customer

The Business Partner Number (**ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ**) & Collective Bill Number (**ΚΩΔΙΚΟΣ ΠΟΛΛΑΠΛΟΥ**) are depicted in the form you receive. Please consult the picture below.

ΔΗΜΟΣΙΑ ΕΠΙΧΕΙΡΗΣΗ ΗΛΕΚΤΡΙΣΜΟΥ Α.Ε. / ΑΦΜ: 090000045  
ΕΞΥΠΗΡΕΤΗΣΗ ΚΑΤΑΝΑΛΩΤΩΝ

ΗΜΕΡΟΛΟΓΙΟ ΕΚΔΟΣΗΣ ΛΟΓΑΡΙΑΣΜΩΝ ΡΕΥΜΑΤΟΣ ΜΗΝΟΣ : ΜΑΡΤΙΟΥ 2017

**ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ: 1000001234**  
**ΚΩΔΙΚΟΣ ΠΟΛΛΑΠΛΟΥ: 1000000123** 0000701 )  
0000011111111

ΟΝΟΜΑ ΠΟΛΛΑΠΛΟΥ: ΠΑΤΗΣΙΩΝ 27 ΑΘΗΝΑ 10432

Αρ. Παραγωγής Τριμώλο: Αρ. Λογάρ. Ημ. Εκδότης Περίοδος καταπόνησης Ονοματεπώνυμο Τελευτ. Προηγ. Σ.Ο.Χ. Προσδ. Συναί. Δ/ση Αξία ΦΠΑ Αξίας ΦΠΑ Υπεροστών Τ.Κ.

ΓΡΑΦΕΙΟ : 1100 ΑΘΗΝΑΣ

Κατηγορία	Μετρήσεις	Μετρήσεις	Μετρήσεις	Μετρήσεις	Μετρήσεις	Μετρήσεις	Μετρήσεις	Μετρήσεις	Μετρήσεις
122 Επαγγελματικό	Ημέρα	65240	63347	1	0	1893	308,87	41,38	13%

## 2. If I don't receive my bills where can I find the Business Partner Number (ΚΩΔΙΚΟΣ ΕΤΑΙΡΟΥ)?

Business Partner Number is required for your certification and your own assurance. In case you have not any invoice of the last 12 months, please contact us either at 11770 or [here](#) (having in hand your ID and TAX number).

You can also ask for a change in your mailing address in order to receive your paper invoices where you live (just for Greek residents) or visit your nearest PPC store to update your details.

If you are not a Greek resident, please contact us [here](#)

## 3. I have more than one Business Partner Number which one I have to use for my subscription?

Use any of them and the system will automatically will find all the others as soon as they have your ID and TAX number updated.

#### 4. Although I have already been registered, I do not have access to the bill of all my properties.

**Your bills will automatically appear for each of your properties, once the personal details you have declared during e-bill registration are identified with the data in our computer system.**

In case there is a property for which the bills are issued under your own name or your company's name that does not appear automatically, then you will have to ensure that **your personal data (VAT, ID/Passport) are corrected/entered in our computer system.** You can update your details [here](#)

#### 5. The bills of my permanent residence are under my name while the bills of my country house are under my wife's name. Can I get access to both properties with one registration?

No. Each user, when register in the e-bill service, is certified according to his/her personal details (Tax Registration Number or/and ID/Passport number), so as to have access to the bills issued under his/her name.

So for each property, if the bills are issued under different names, you must register separately.

#### 6. How can I pay my bill online through the e-bill service?

Online payments are valid:

- By credit/debit or prepaid cards through ["Electronic bill payment with credit/debit card"](#) service, with no extra fees
- By web banking (provided from your bank)

#### 7. Which are the services provided via e-bill ?

Registering to e-bill you may:

- View your bills online
- Access to your previous bills (1 year back)
- Choose to receive your bills online **only** (no paper copies)
- Choose to receive monthly bills (no option for paper copies)
- All bills under your name/company name will be automatically displayed
- Get Free SMS or email notifications as soon as your bills issued.
- Pay your bills electronically, easy and safe.

You can also have access to the bills of the Shared areas of your building, without registration.

#### 8. How can I register to e-bill;

You can register only via our official site [here](#), where you can fill in the registration form choosing the category suitable for you (individual, Corporation/Company Collective Bill Customer).

Completing the application form, you will receive automatically an SMS with the User Activation Code and an E-mail for your activation. Following the given instructions, you get immediate access to e-bill service.

#### 9. May I use the same email to register my wife or my father etc ?

Sure! You may use the same email address but make sure you write down the user name and password for each separate registration so as you will be able to see or print the invoice you need each time.

#### 10. After filling in e-bill registration form, I was informed that the registration could not be completed. Why?

Each time something is not filled or its wrong there are explanations given on red letters. Please read carefully the message. In case you may not solve the problem then contact us [here](#)

Keep in mind always : *In order your registration will be successful, it is important that **the personal information you provide in the registration form matches exactly** the personal information you have provided to PPC when Signing the Power Supply Contract (that is, what we maintain in our IT system).*

In such a case you need to correct/update your personal details in our IT system.

#### 11. Which are the e-bill passwords?

During the registration, you define your own Username and Password. In case you have forgotten them please follow the link [here](#)

#### 12. Registering e-bill service will I still receive my bill via post office?

Using e-bill Service mean you **will not receive your bills by post**. If you wish to receive the paper bill then you may uncheck the box “electronic bill only” for every property separately.

**Please note:** Paper bills have 1€ extra charge

#### 13. How can I retrieve my password or/and username?

Password and Username can be recovered through the “[Username and Password Recovery](#)” or through the option “I forgot the password” in mobile app.

#### 14. I didn't receive the user's activation mail or SMS so I have no “activation code” or “activation email”. What can I do?

In case you haven't received either e-mail or SMS, follow the instructions given in “[Dealing with activation problems](#)”. In case you still may not solve your problem please contact us [here](#) or call from Greek landline at 8005000400 free of charge.

#### 15. What is “Monthly Bill”

Bills were issued by now every 2 months . First was Estimated (ENANTI) and the second was the Actual Bill ( ΕΚΚΑΘΑΡΙΣΤΙΚΟΣ) at the end of the 4<sup>th</sup> month. Now via ebill you may choose “Monthly Bill” which means you will get three Estimated Invoices (one per month) and the 4<sup>th</sup> month you will receive the Actual Bill .

#### 16. What is the benefits of “Monthly Bill”?

It is up to you if you find it more convenient.

### 17. Which customers may choose “Monthly Bill”?

All residence Tariffs customers may choose “Monthly Bill” and all the customers which use business Tariffs since they don’t have already monthly billing.

### 18. Which customers may not choose “Monthly Bill”?

- Net metering customers,
- Collective account customers

### 19. What if I change my mind and not wish further “Monthly Bill”?

Since you choose to receive “Monthly Bill” , system needs one working day to activate it. If your choice happens to be +/-5 days in between the date of metering then “Monthly Bill” will be activated the next month. **We highly recommend, to avoid changing your choice often and in short time as this will cause trouble to your invoices issue.**

### 20. I pay my bills by Bank Standing Order, is this affected by using e-bill or “Monthly Bill”?

No in no case.

### 21. If I choose to receive paperless bill or paper bill (by post) , how long it takes you to activate my new preferences?

It takes just a working day for the system to activate your new preference. In case your choice will be done the day that your invoice is issued or a day before , then your preference will be activated for the next issue of your bill.