



## Electricity Complaint Form

To: PPC S.A.

Athens

### Customer Details

Full name - Company's trade name:

Legal Representative's full name:

TIN:

Tax Office:

Address:

Supply address:

Telephone / E-mail:

Supply Number:

Contract Number:

My complaint is about:

- Pre-contractual information issues
- Contract, contractual terms (e.g., activation, termination, terms, amendments, etc.)
- Tariffs/Bills (e.g., 'incomprehensible' bills/charges/billing method/late bill receipt, etc.)
- Tariff policy
- Payment methods/mode (e.g., availability, charges, reliability, etc.)
- Debt settlement/repayment plan
- Switching electricity supplier
- Disconnection due to debt, overdue payment
- Consumption meter (e.g., meter check, change, tampering, faulty meter, etc.)
- Service issues/Service quality issues
- Complaint handling
- Network Operator Issues (connection to the network, changes to existing supplies, rearrangement – relocation, works on the supply, Licensed Electrician Certification, night-time tariff, meter reading, regulated charges, faults, incidents, scheduled power outages, special tariffs, etc.)
- Review of complaint
- Other request

Please describe your complaint in detail below:

If you have already submitted a complaint to PPC and you wish PPC to review it, please also note the registration number of your initial complaint to allow the Specialized Information Section of PPC to identify and review it:

[Place] , [Date]

(Customer's signature & seal)

Note: This form should be completed and sent electronically to the e-mail address [customercare@dei.gr](mailto:customercare@dei.gr) or by post to the Customer Management Division at 28 Chalkokondyli st., Athens, GR-10432, Attica.