



Natural Gas Consumer Requests and Complaints Handling Code

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Natural Gas Consumer Requests and Complaints Handling Code

The main objective of the Natural Gas Supplier PPC S.A. ("PPC"), is to provide quality service to Natural Gas Consumers (hereinafter referred to as "the Consumers") and to handle their requests in an optimal way.

PPC designs specific and uniform procedures in order to ensure the prompt and effective handling of Consumers' requests and complaints. These procedures are aligned with the provisions of the Natural Gas Supply Code to Consumers (GG B' 1969/01.06.2018), as in force, and specifically, with the "Principles of Handling Consumer Requests", ANNEX III.

For this purpose, PPC has drawn up and implements this Natural Gas Consumer Requests and Complaints Handling Code, which describes in detail the way and the procedures that Consumers can follow when they need **more information and clarifications on issues related to the Natural Gas supply** of their property and facilities or when they wish to submit a request/complaint, as well as the procedure followed by PPC regarding the processing and investigation of such requests and complaints.

The current Natural Gas Consumer Requests and Complaints Handling Code is posted on PPC's official website www.dei.gr and is available free of charge in hard copy at PPC Stores.

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In particular, the following are defined:

A. HOW TO SUBMIT REQUESTS/COMPLAINTS

A1. PPC Stores

Requests/complaints can be submitted orally or in writing, regardless of their subject and complexity, at any PPC store, by the Consumer or their authorized representative. Here you can find a PPC store | PPC, www.dei.gr

In case the Consumer wishes to submit their request/complaint in writing, they must fill in and submit the relevant form for submitting requests and complaints.

Useful documents for Natural Gas:

[natural-gas-request-form.pdf](#)

[natural-gas-complaint-form.pdf](#)

A2. Phone Service

Requests/complaints can be submitted orally to the customer service at the toll-free line 800-900-1000, available 24/7, for all customer categories. Alternatively, they can also be submitted free of charge at 800-500-7000 for business customers and small-to-medium sized businesses (Call Center for businesses), Monday to Friday from 07:00-23:00 & Saturday from 09:00-21:00 (All Customers may call at +30 211 2110770 from abroad, with charges based on the tariff list of their telecom provider) provided that the matters to be addressed concern:

1. Issues related to Natural Gas supply contract (indicatively, expression of interest for entering into a new contract, amendment to an existing contract, information regarding the procedures provided for the termination of a Natural Gas supply contract, products and services, special tariffs, etc.)
2. Natural Gas bills and charges (bill explanation, charges breakdown, tariff policy, bill correction, etc.)
3. Debt settlement/arrangements
4. Request for information relating to new contracts and products, the expiration date of the existing contract, certificates, bill balance, charges breakdown, instalment plans and store opening hours.

The Consumer request/complaint is either processed immediately or forwarded to the competent departments for processing, depending on its complexity and the need for further data, in accordance with those described in **Section C** below. It is noted that call recordings are stored securely and destroyed after six (6) months, subject to the exemptions provided by the Law (indicatively, Law no 3758/2009, as in force) for a longer retention period.

Calls for which complaints/grievances have been submitted or access rights have been exercised under the GDPR (General Data Protection Regulation) within a six-month period, may also constitute an exception.

PPC informs its customers about the General Data Protection Regulation (GDPR) 2016/679 at the following link:

[Personal data protection](#)

A3. Online service

Requests/complaints can be electronically submitted via the PPC website www.dei.gr, by filling in the relevant contact forms, depending on the type of request/complaint, in the section Contact & Support - Useful documents for Natural Gas.

Please find below useful links:

[natural-gas-request-form.pdf](#)

[natural-gas-complaint-form.pdf](#)

B. CATEGORIES OF REQUESTS/COMPLAINTS

B1. Requests/complaints regarding the Natural Gas supply by PPC

The main categories of requests/complaints regarding the Natural Gas supply by the supplier PPC are the following:

- Pre-contractual information issues
- Contract, contractual terms (e.g. activation, termination, terms, amendments, etc.)
- Matters relating to the succession of the supply (e.g. heirs of deceased contracting parties)
- Matters relating to the update of Customer information
- Tariffs/bills (e.g. unclear bills/charges/billing method/late bill receipt, etc.)
- Tariff policy
- Payment methods/modes (e.g. availability, charges, reliability, etc.)
- Debt settlement/repayment plan
- Switching supplier
- Disconnection due to debt, overdue payment
- Payment/adjustment of security deposit
- Service issues/service quality issues
- Handling of other requests/complaints
- Other issues

B2. Requests/complaints regarding the responsibilities of the Enaon EDA & Hengas Network Operators

We would like to inform our customers that for the following categories of requests/complaints, they should contact directly the Network Operator

(Enaon EDA and Hengas) which is solely responsible for handling/resolving such requests/complaints:

Categories of requests and complaints falling within the competence of Enaon EDA

- Supply outages/activation
- Time required for meter connection activation
- Quality of supply
- Meter readings/consumption data Entry
- Network issues/faults
- Activation of new supply
- Consumption meter (e.g. meter check, change, tampering, faulty meter, etc.)
- Network availability
- Connection process

Natural Gas Consumers residing within the Attica region may visit:

[Contact us - Enaon eda](#)

24/7 Emergency Intervention Call Center: 800 11 87 87 8

Call Center: 11150 Monday – Friday 08:00 – 20:00

Contact email: info.enaonedda@ena-on.gr

Customer Service: cust@ena-on.gr

Natural Gas Consumers residing in the areas within the Prefecture of Thessaloniki and the region of Thessaly may visit:

[Contact us - Enaon eda](#)

24/7 Emergency Intervention Call Center: 800 11 87 87 8

Call Center: 11150 Monday – Friday 08:00 – 20:00

Contact email: info.enaonedda@ena-on.gr

Customer service: cust@ena-on.gr

Natural Gas Consumers residing in the rest of Greece may contact:

24/7 Emergency Intervention Call Center: 800 11 87 87 8

Call Center: 11150 Monday – Friday 08:00 – 20:00

Contact email: info.enaonedda@ena-on.gr

Customer service: cust@ena-on.gr

Natural Gas Consumers residing in the regions of Eastern Macedonia and Thrace, Central Macedonia, Central Greece, Western Macedonia, Western Greece, Epirus, and the Peloponnese may visit:

[Contact us - Enaon eda](#)

Emergency Intervention Call Center for the rest of Greece: 800 11 87 87 8

Natural Gas Consumers residing in the Municipalities of Deskati, Peonia, Polykastro, Polygyros, Edessa, Naoussa, Skydra, Tripoli, Corinth, Megalopoli, Kalamata, Velvento, Voion, Servia and Nea Propontida may visit:

Hengas Natural Gas Distribution Company

Emergency Intervention Call Center: 11343

Contact email: info@hengas.gr

Customer service: customer_service@hengas.gr

Postal address: Industrial Area of Thessaloniki, Block 36, NB7, GR 570 22

Contact phone: +30 2311 990100

C. PROCEDURES FOR HANDLING REQUESTS/COMPLAINTS

C1. Procedures for the examination of all requests/complaints, except for those related to bills or charges

PPC shall first respond (in hard copy or digitally) to requests/complaints, depending on the usual form of communication with the customer, within fifteen (15) working days from the day following the date of their submission to PPC. However, in cases where, at PPC's discretion, further investigation is required to establish whether or not the request/complaint in question is complete/valid, the Consumer shall be informed in writing of the need for further investigation, as well as of the expected date of response. PPC shall provide a reasoned response as to whether the reason/complaint is justified and shall specify the actions it intends to take to satisfy the request/complaint. In cases where the payment of a reasonable compensation or a penalty clause is provided for, PPC shall also specify, in its response, the time and method of payment.

In the event that responding to the request/complaint requires the involvement of third parties (such as Enaon EDA), the Consumer shall be informed of the said involvement of third parties and the information they may request from PPC in its capacity as a Supplier for the resolution of their

request/complaint.

If the Consumer is not satisfied with the procedure applied or with the content of the response, they may submit their objections in writing by following the same procedures as per above (see Section A "How to submit requests/complaints") and request a review of their request/complaint at the second level by the Specialized Information Section/Operations Support & Communication Unit/Meter Reading & Billing Control Department of the Customer Management Division of PPC S.A., which will review the request/complaint within fifteen (15) working days from the next day of the submission of the request. In case the Consumer declares that they are not satisfied with the second response of PPC to their request/complaint, PPC shall inform the consumer in writing within five (5) working days following their above declaration, that they are entitled to appeal to an Alternative Dispute Resolution Body (Section D), specifying the contact details of all available ADR bodies, as well as the binding (or non-binding) nature of the alternative body's decision vis-à-vis PPC as Supplier.

C2. Procedure for the examination of written objections related exclusively to consumption bills or Natural Gas supply charges

In particular, in case the Consumer objects to the payable amount of the Natural Gas bill, the following procedure shall be applied in accordance with the provisions of the current Natural Gas Supply Code:

- a) The Consumer must submit in writing their substantiated objections using the specific form available at <https://www.dei.gr/media/3kyooy2b/entipo-amfisvitisis-logariasmou.pdf>, before the expiry of the deadline set for the payment of the bill following the contested bill. If the deadline has not been met, the relevant claim is deemed to be acknowledged and uncontested by the Consumer.
- b) PPC shall decide on the Consumer's objections and respond in writing within ten (10) working days from the day following the date of receipt of the Consumer's written objections, by substantiating in full and in detail its opinion, finalising the amounts due, notifying the customer of the final payment statement accompanied by a consumption data history, setting a deadline of at least ten (10) working days for the payment and in any case not shorter than the due date set for the payment of the contested Natural Gas bill.
- c) If PPC considers that the written objections of the Consumer regarding the bills or charges may be justified and that further investigation is required, it shall postpone the collection of the contested amounts and shall inform the Consumer of the amount of the debts that are not contested, as well as of the new deadline set for their payment.

If the request concerns third-party charges (e.g. Enaon EDA), PPC shall refer the request/complaint to the competent third party and shall inform the Consumer accordingly.

d) In case the Consumer agrees with the final response of PPC, they shall proceed with the payment of the final amount, within the deadline stated in PPC's response document.

e) If the Consumer is not satisfied with the procedure applied or with the content of the response, they may request a review of their objections following the same procedures as per above (see Section A, "How to submit requests/complaints") at the second level by the Specialized Information Section/Operations Support & Communication Unit/Meter Reading & Billing Control Department of the Customer Management Division of PPC S.A., which will review the written objections within fifteen (15) working days. In case the Consumer has declared that they are not satisfied with the second response of PPC to their objections, PPC shall inform them in writing within five (5) working days from the above declaration that they are entitled to appeal to an Alternative Dispute Resolution Body (Section D), specifying the contact details of all available ADRs, as well as the binding (or non-binding) nature of the independent body's decision vis-à-vis PPC as supplier.

D. INDEPENDENT ALTERNATIVE DISPUTE RESOLUTION BODIES

In case the Consumer, following the submission of his/her request/complaint, is not satisfied with PPC's response, he/she may submit his/her request/complaint to an independent alternative body of out-of-court dispute resolution, such as:

- Hellenic Consumer's Ombudsman (144 Alexandras Ave., GR-114 71, Athens, Tel.: +30 210 6460862, +30 210 6460814, +30 210 6460612, +30 210 6460734, +30 210 6460458, email: grammateia@synigoroskatanaloti.gr)
[Report Submission | Consumer's Ombudsman](#)
- General Secretariat of Trade and Consumer Protection (Kaniggos Square, GR-101 81, Athens, Tel.: 1520, email: 1520@mindev.gov.gr)
[Complaint – GENERAL SECRETARIAT OF COMMERCE](#)
- [Regulatory Authority for Energy, Waste and Water](#) (RAEWW), via
- the service [Hellenic Energy Ombudsman](#), which is provided free of charge via the online platform [ENOMOS](#), with the aim of the out-of-court, amicable resolution of disputes that concern or arise from a Customer's contractual relationship with their electricity supplier, covering all aspects of electricity supply, after a relevant complaint has been submitted via the platform [my.rae.gr](#) and remains unresolved.

E. ANNUAL PPC CONSUMERS' REQUESTS AND COMPLAINTS REPORT

PPC posts on its website www.dei.gr by the end of February of each year the Annual Consumers' Requests and Complaints Report, which is also available free of charge and in printed form to any interested party.

The Annual Report includes the following:

- The total number of requests/complaints submitted by category.
- The number of requests/complaints that have had a response sent within one working day from the date of their submission.
- The number of requests/complaints that have had a response sent within ten (10) working days from the date of their submission.
- The number of requests/complaints that have had a response sent, per subject category, which was satisfactory to the Consumer, either at the first level or at the second level of the examination.

F. UPDATE OF THE CODE

In the context of the continuous and full information of its Consumers, PPC shall keep the Consumers abreast, by any appropriate means at least once a year, of the present Natural Gas Consumer Requests and Complaints Handling Code and any amendment thereto.

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