



Electricity Consumer Requests and Complaints Handling Code

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Electricity Consumer Requests and Complaints Handling Code

The main objective of the Electricity Supplier PPC S.A. ("PPC") is to provide quality service to Electricity 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 harmonized with the provisions of the Electricity Supply Code to Consumers (OG B' 832/9.4.2013) and specifically, with the "Principles of Handling Consumer Requests", ANNEX III.

For this purpose, PPC has drawn up and implements this Electricity Consumer Requests and Complaints Handling Code, which describes in detail the way and procedures that Consumers should follow when they need **more information and clarifications on issues related to electricity 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.

This text is an update of the Code in accordance with the new procedures and service methods implemented by PPC.

The current Electricity Consumer Requests and Complaints Handling Code is posted on PPC's official website www.dei.gr and is available free of charge in printed form at PPC stores.

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 his/her authorized representative.

In case the Consumer wishes to submit his/her request/complaint in writing, he/she must fill in and submit the relevant form for submitting requests and complaints.

A2. Phone service

Requests/Complaints can be submitted orally to Customer Service at the toll-free line 800-900-1000 or at +30 211 2110770 (when calling from abroad, with an additional charge), if they concern:

- Issues related to electricity supply contracts, (new contract, amendment of existing contract, products and services, special tariffs, etc.)
- Electricity bills and charges (bill explanation, charges breakdown, tariff policy, etc.)
- Debt settlement
- Request for information relating to new contracts and products, the expiration date of the existing contract, certificates, bill balance, charges breakdown, issues related to special tariffs, instalment plans, store opening hours, issues related to photovoltaic systems, Miles + Bonus reward program, etc.

The Consumer's request/complaint is either processed immediately or forwarded to the competent departments for processing, depending on its complexity and the need to search for further data, in accordance with those described in **Section C** below.

PPC's Call Centre operates 24/7, from Monday to Sunday.

It is noted that call recordings are stored securely and destroyed after six (6) months, subject to the exclusions laid down in the law (indicatively, Law 3758/2009) for a longer retention period (see PPC's Privacy Policy: <https://www.dei.gr/el/dei-omilos/i-dei/etairiki-diakivernisi/enimerwsi-gia-ta-dedomena-proswpikou-xaraktira/>).

Calls for which complaints/grievances have been submitted or access rights have been exercised under the GDPR within a period of 6 months may also constitute an exemption.

A3. Online service

Requests/Complaints can be submitted electronically via the PPC website www.dei.gr, by filling in the relevant contact forms, depending on the type of request/complaint, in the Contact & Support section.

Please find below useful links:

<https://www.dei.gr/el/gia-to-spiti/ypostiriksi-epikoinonia/xrisima-entypa-revma/>

<https://www.dei.gr/el/gia-to-spiti/ypostiriksi-epikoinonia/apantiseis-gia-tin-energeia/>

B. CATEGORIES OF REQUESTS/COMPLAINTS

B1. Requests/complaints regarding the electricity supply by PPC

The main categories of requests/complaints regarding the Electricity Supply by PPC are the following:

- 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 supplier
- Disconnection due to debt, overdue payment
- Consumption meter (e.g. meter check, change, tampering, faulty meter, etc.)
- 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 Network Operator (HEDNO)

We would like to inform our Customers that **for the following categories of requests/complaints, they should contact directly the Network Operator (HEDNO)**, who is solely responsible for handling/resolving such requests/complaints:

Categories of requests and complaints falling under the competence of HEDNO

- Power outages
- Time required for connection activation
- Power quality
- Metering/consumption data
- Network issues/faults
- Increase or decrease in power supply
- Activation of new supply

The Consumers may contact HEDNO's Customer Service Call Centre at 800 400 4000 (toll-free), +30 211 1900 500 (local charge), and 11500 (charges based on the tariff provided by the relevant mobile or fixed telephony provider), visit HEDNO's service points, submit electronically a contact form available on HEDNO website deddie.gr under the "StartPage/Contact/Contact us" section, or send an email to the following email address: infodeddie@deddie.gr.

C. PROCEDURES FOR HANDLING REQUESTS/COMPLAINTS

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

PPC shall first respond to requests/complaints, regardless of their submission mode, within ten (10) business days from the day following the day of their submission. 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 respond in a substantiated manner whether the reason/complaint is justified and whether it has established a violation of law or regulation or self-regulation rules applying to PPC as a Supplier 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 HEDNO), the Consumer shall be informed of the said involvement of third parties as well as of the information they may request from PPC in its capacity as a Supplier for the resolution of the request/complaint.

If the Consumer is not satisfied with the procedure applied or with the content of the response, he/she may submit his/her objections in writing by following the same procedures as per above (see Section A, "How to submit requests/complaints") and request a review of his/her request/complaint at the second stage by the Specialized Information Section of the Meter Reading & Billing Control Department of the PPC S.A. Customer Management Division, which will review the request/complaint within ten (10) business days, and inform the Consumer that, in case he/she is not satisfied with the second response of PPC to his/her request/complaint, he/she is entitled to escalate the matter to an Out-of-court Dispute Resolution Body (**Section D**), specifying the contact details of all available alternative bodies, as well as the binding (or non-binding) nature of the independent body's decision vis-à-vis PPC as Supplier.

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

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

a) The Consumer must submit in writing his/her substantiated objections using the specific form available at <https://www.dei.gr/media/j1ghix1a/amfisvitsi-logariasmou.pdf>, before the expiry of the deadline set for the payment of the bill following the contested bill. If the deadline has not be 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 within ten (10) business days from the day following the date of receipt of the Consumer's written objections, by substantiating in full and in detail its opinion and finalizing the amounts due, setting a deadline of at least ten (10) business days for the payment and in any case not shorter than the due date set for the payment of the contested electricity 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. HEDNO), 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, he/she 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, he/she may request a review of his/her objections following the same procedures as per above (see Section A, "How to submit requests/complaints") at the second stage by the Specialized Information Section of the Meter Reading & Billing Control Department of the PPC S.A. Customer Management Division, which will review the written objections within ten (10) business days, and inform him/her that, in case he/she is not satisfied with the second response of PPC to his/her objections, he/she is entitled to escalate the matter to an Out-of-court Dispute Resolution Body (**Section D**), specifying the contact details of all available alternative bodies, as well as the binding (or non-binding) nature of the independent body's decision vis-à-vis PPC as Supplier.

D. INDEPENDENT ALTERNATIVE BODIES OF OUT-OF-COURT DISPUTE RESOLUTION

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, 210 6460814, 210 6460612, 210 6460734, 210 6460458, Fax.: (+30) 210 6460414, E-mail: grammateia@synigoroskatanaloti.gr)
- General Secretariat of Trade and Consumer Protection (Kaniggos Square, GR-101 81, Athens, E-mail: 1520@efpolis.gr), Tel.: (+30) 210 3839000
- RAEWW, through the ENOMOS online platform (Energy Ombudsman Operating System), which has been developed for this purpose.

E. ANNUAL REPORT ON REQUESTS AND COMPLAINTS OF PPC CONSUMERS

PPC posts on its website by the end of February of each year an Annual Report on the Requests and Complaints of its Consumers, 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 stage or at the second stage of the examination.

G. UPDATE OF THE CODE

In the context of the continuous and full information of its Consumers, PPC shall inform the Consumers by any appropriate means at least once a year, about the existence of the present Electricity Consumer Requests and Complaints Handling Code and any amendment thereto.

Date of last update, 30.01.2024.