

MANAGEMENT CODE OF CONSUMERS' REQUESTS AND COMPLAINTS

ELPEDISON SA

Preamble

ELPEDISON, always applying a customer-oriented policy and having as a criterion the provision of high quality services based on the consistency, effectiveness and professionalism of its staff, is adopting this Management Code of Consumers' Requests and Complaints, aiming at further improving its services towards its customers.

This Code complies with article 32, Annex III and the general provisions and principles of the Electricity Supply Code for Customers (GG B' 832/09.04.2013) and is governed by its provisions regarding its operation.

Article 1 – Scope

The scope of this Code is the management of any nature of requests and complaints, submitted by the customers of ELPEDISON to the Company.

To this end, ELPEDISON is operating a fully staffed Customers' Service Department at the disposal of its customers.

Article 2 – Procedure of complaint submission

The customers of ELPEDISON can submit their requests/ complaints either by phone (oral submission) or in writing (via e-mail or letter).

- Call Center, at 18128
- E-mail address: customercare@elpedison.gr

Article 3 – Distinct categories of requests

The categories of requests and complaints which are submitted are categorized, depending on their nature, to:

- Procedures to end representation
- Differences regarding the charges of the Consumption Bill
- Settlements and payment methods
- Debt settlement
- Guarantee payment
- Provision of general information about the services
- Inability to conclude a supply application
- Service issues

ELPEDISON with its specially trained personnel categorizes the requests/complaints and classifies their severity, depending on the potential impacts the mentioned issues can have on its customers, and also sends them to the Company's competent departments and directorates.

Depending on the nature of the requests, these are distinguished into:

- Complaints
- Requests
- Information provision

They are also distinguished, depending on their priority degree, to:

- Emergencies
- High Priority
- Medium Priority

They are also distinguished, depending on the way they will be dealt with, to:

- Requests for oral answer
- Requests needing a written answer

If the request/complaint does not fall within the competence of ELPEDISON, in its capacity as Supplier, and, in particular, if they are related to issues that belong to the competence of the each case electricity market Operators, the customer is informed about the body competent to give an answer to the question.

Article 4 – Answering the requests/complaints

ELPEDISON answers the requests/complaints within 10 working days as from their submission.

If the customer is not satisfied with the answer of ELPEDISON, then the customer can submit his/her objections in writing, and the Company examines them at a second degree, following the above procedure.

In the case of written submission of objections, the Company informs the customer within 5 days about its views and the customer's right to appeal before the competent bodies for a nonjudicial settlement of the dispute.

Bodies of nonjudicial dispute settlement

- Regulatory Authority for Energy – Consumers' protection unit
- Consumers' Ombudsman
- General Secretariat for Consumers