

Athens, 14 June 2010

**DEPARTMENT OF STATE – CITIZEN RELATIONS
Special Report Summary:**

**“RELATIONS BETWEEN PPC S.A. & CONSUMERS:
THE OMBUDSMAN’S EXPERIENCE”**

During the eleven years of its operation (1998–2009) the Ombudsman examined 1,751 complaints from citizens regarding the operation of the Public Power Corporation (PPC S.A). Citizens complained about issues related to: (a) **marketing services (sales)** and (b) **distribution services (network)**.

This report cites the problems identified by the Ombudsman, as well as more general issues related to the operation of PPC S.A., and suggests prevention and solution strategies.

The major issues dealt with in the report are the following:

- requests for compensation for damages caused by fluctuations in the power supply
- charging for consumption by another person or for a secondary power supply
- illegal reconnection of power supply
- correction of inaccurate bills
- establishment of a committee examining consumers’ requests for assistance
- debt settlement
- fault repairs
- replacement of old-style meters
- applications for connection and disconnection of power supply
- issues concerning customer services in general, eg. prompt replies to requests, prompt provision of information to customers, issuing of bills, etc.

The collaboration between the services of PPC S.A. and the Ombudsman has been marked by a constructive exchange of views and, to a significant extent, acceptance of the Ombudsman’s views and proposals.