



SPECIAL REPORT

EYDAP¹ – Customers Relations: the experience of the Greek Ombudsman

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SUMMARY

The problems faced by citizens as customers of water supply and sewerage services and the response of EYDAP to customer complaints are the subject of the new Special Report by the Greek Ombudsman. On the basis of its rich experience in handling hundreds of complaints against EYDAP, the independent authority offers examples of problematic situations, draws conclusions, records the solutions given and identifies the issues still pending. The Greek Ombudsman highlights its satisfactory cooperation with EYDAP, which has repeatedly resulted in the acceptance of its proposals and views by the Company. However, it stresses the company's dysfunctions and delays in handling key problems faced by its customers.

By the end of 2010, the Greek Ombudsman had investigated 795 complaints on issues regarding EYDAP. In 444 cases, problems of maladministration were detected and the Ombudsman had to mediate. Mediation was mainly in the form of documents, phone calls or even on-the-spot investigation. The highlights of this experience are listed in the Special Report.

The main issues presented in the Report are: water supply contracts and the relevant provisions in EYDAP Bylaws, water supply registration procedures, water bill form completeness, conditions under which special rates apply, providing customers with financial settlements, questioning consumption charges and relevant appeals to EYDAP competent bodies, as well as allocation of debts between tenants and owners in cases of unpaid bills. Furthermore, issues concerning the extension of supply networks and connection to them, replacement of water flow meters, sewerage charges and water leaks are covered in the report. Special attention is paid to the implementation of EYDAP "Consumer Obligations Charter", regulating the company's relations to its customers.

The Greek Ombudsman deems both the degree of its cooperation with EYDAP and the adoption of its proposals by the company, satisfactory. Due to the nature of the

¹ The Athens Water Supply and Sewerage Company (EYDAP S.A.)

complaints, a large number of them are handled by direct communication with the company; in these cases, the problems are resolved relatively quickly. On the other hand, in general, EYDAP delays to respond to documents sent by the Ombudsman. This often leads to the need of sending reminders, and tardy resolution of problems.