

Charter of Obligations to the Consumer



EYDAP's Purpose of Operation

EYDAP S.A.'s Purpose of Operation has been defined by the provisions of article 1 par. 4 of Law 2744/1999 and according to this it is mainly:



The provision of water supply and sanitation services.



The design, construction, installation, operation, management, maintenance, extension and upgrading of water supply and sewerage systems.

These activities and projects include the pumping, desalination, treatment, storage, transport and distribution of all types of water in order to achieve the above-mentioned objectives. It also includes the works and processes of collection, transport, storage, treatment and the management and disposal of the products of waste water treatment.

Consumer Requests and Undertaken Obligations by EYDAP for their resolution



1. Interruption of water supply

- a. Emergency water supply interruption at the request of the Customer or a third party, due to water leakage within 24 hours.
- b. Water supply interruption at the request of the Property Owner within 48 hours.

2. Restoring the water supply

- a. After a water supply interruption due to outstanding debt within the same day, after the customer has settled the debt.
- b. Upon customer request within 24 hours for cases where the interruption has been made at the customer's request.

3. Repair of damage causing leakage within 24 hours.

4. Repair of damage to supply shafts

- a. Replacement – repair of supply shaft within 5 days.
- b. Replacement of cover within 24 hours.
- c. Raising – lowering of supply within 20 days.

5. Provision of new supply, transfer of old supply, conversion of old supply and extension of water mains.

- a. Sending the customer a written notice within 30 days.
- b. Perform work after payment of the appropriate charge within 90 days.

6. Crew intervention in the event of a blocked Sewer or branching of a legally connected property within 6 hours.

7. Taking a sample for drinking water quality testing within 24 hours.

8. Compensation to a customer for damage to their property due to EYDAP's fault within 90 days from the submission of the file to the Legal Services Department.

9. Rehabilitation of a sidewalk or roadway damage caused by EYDAP projects within 5 days.

10. Response to written requests – complaints

- a. when no investigation or autopsy is required, within 15 days.
- b. when an investigation or an autopsy is required within 20 days.
- c. when more than one Service is involved within 30 days.

All the above deadlines refer to working days, i.e. days on which the EYDAP Services are open to the public. The deadlines in days are calculated from the next working day that the Customer's written request is received at EYDAP's Protocol (General Secretariat or Regional Center), where it can be submitted directly or sent by post or by e-mail.

For requests received by the competent Customer Service Center, after a call from the Customer, to EYDAP's 1022 hotline, deadlines are calculated from the time the request is recorded and sent on – line to the competent Technical Sector.

Other EYDAP obligations

1. In the event that water consumption is more than 90 m³ and shows an increase of more than 50% compared to the previous year or the immediately preceding year, EYDAP, through its competent employee:
 - a. rechecks and confirms the correctness of the indication in conjunction with the condition of the shaft and the water meter; and
 - b. informs the customer by affixing a special form for the inspection of the internal plumbing.
2. EYDAP cares for and facilitates the fulfilment of the financial obligations to it, of those economically weak and ensures the facilitation of access for people with disabilities to its premises.
3. EYDAP ensures the upgrading of its operations with the implementation of new flexible electronic applications to simplify administrative procedures and the continuous updating of its website in order to better serve its customers.
4. EYDAP, through its Announcements and Circulars, indicates to all employees that their conduct should be guided by decency, respect, professionalism, selflessness and integrity.
5. The customer may go to any of the Company's services dealing with the public and submit the relevant complaint, by filling in the **"Contact Form"** provided and established by EYDAP.
6. EYDAP makes sure to comply with the applicable legislation in order to protect its consumers from abusive terms in its Contracts and to apply the provisions of its Regulations, in accordance with sound business practices and good faith.

Consumer Protection Committee Update

EYDAP S.A. is obliged to inform the Consumer Protection Committee on the implementation of the provisions of the Charter of Consumer Obligations, as well as any amendments to this Code, in order to serve the consumer and improve its services.





Consumer Compensation

In the event that Customer Requests are not satisfied within the aforementioned deadlines, provided that they are valid, a cash compensation is paid by EYDAP, exclusively and only once to the customer or citizen who has submitted his/her request in writing.

The written request – complaint, must be submitted within 30 working days at EYDAP's Protocol (General Secretariat or Regional Centre), from the expiry of the above-mentioned deadlines for the Company's commitment to satisfy this request.

The compensation amounts to 30€, while if the delay in the satisfaction of the request exceeds twice the above deadlines, the amount will be increased to 60€.

Dispute Resolution Procedure

All data related to this code are derived from the corresponding EYDAP data, provided that they are not contradicted by the data available to the applicant.

In the event of a dispute regarding compliance with the terms of this code, the competent Head of Service shall deal with the matter in cooperation with the competent Director.

If the customer or the citizen is not satisfied by EYDAP, he/she may appeal to the Ombudsman of the Consumer or any other Competent Authority.

Exceptions

EYDAP is not bound by the terms of this code in the following cases:

1. Force majeure or extraordinary events (e.g. strikes, adverse weather conditions, etc.)
2. Inability to access the client's property or area through the client's fault or due to obstructions
3. Outside EYDAP's responsibility
4. Actions in conflict with existing provisions
5. Non-implementation of the commitment when it is dependent on the actions of other entities (e.g. Planning Authority – Municipalities – Forestry etc.) and
6. Where the request is manifestly illegal, vague, unsubstantiated or repeated in an abusive manner.



EydApp

