

GENERAL TERMS OF USE OF THE ELECTRONIC BILL SERVICE (E-BILL)

1. What is the e-bill service?

E-bill is a service, which allows ELPEDISON's customers, if they select it, to receive their bills in electronic form (PDF file) directly to the e-mail address they have registered.

2. How do I activate the e-bill service?

E-bill service is provided to our customers with no extra charge.

If you wish to activate the e-bill service and are a new customer, you can select the e-bill box on your application for an electricity or gas supply contract and at the same time, you will indicate the email address where you will receive your electronic bills.

If you wish to activate the e-bill service as an existing customer, you can send us your request in the following ways:

- Via the online form at <https://www.elpedison.gr/gr/exupiretisi-pelaton/e-bill/>.
- By sending an e-mail to the address customercare@elpedison.gr, providing your name, email address, and VAT Number in the message body.
- By calling at 18128

The activation of the e-bill service will enable the use of the electronic bills for all your products (meters) and services under your VAT Number. If you wish to use the ebill service for only specific meters you should address your request either via e-mail to customercare@elpedison.gr, or by calling at 18128.

In case the customer has provided an invalid or wrong e-mail address, our company is not responsible for the non reception of your bill, and the customer is in all cases responsible for the timely payment of due amounts.

If the e-bill activation request is submitted to our company on a date particularly close to the date of issue of the consumption bill, the said bill may be received by the customer in paper form and the service will be activated for the following issuance.

3. How do I deactivate the e-bill service?

You can deactivate the e-bill service at any time and at no extra charge either by calling at 18128 or by sending an e-mail to customercare@elpedison.gr.

If the e-bill deactivation date is particularly close to the date of issue of a consumption bill, said bill may be received by the customer electronically and the service deactivation will come into effect for the following issuance.