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## PRESS RELEASE

### **Heron Group stands side by side with consumers**

Heron Group announces new measures of financial sense, with a sense of responsibility for the protection of public health against the COVID-19 pandemic and in order to make things easier for consumers.

At such a crucial time, the first and foremost concern of HERON is to make things easier for consumers, in both financial and practical terms. To this end, HERON proceeds to grant additional financial relief by giving away the V.A.T. on electricity supply to residential connections for the entire month of April, and to also give a 12€ discount and free home content insurance with all registrations of new or existing customers in the [e-bill](#), in order for customers to be able to receive their bills online (this measure requires a 12-month stay with the company).

Furthermore, HERON also proceeded to purchase and donate necessary medical consumables, such as uniforms, surgical masks, antiseptics etc. to “Evangelismos” Hospital, in order to help protect the hospital’s medical and nursing staff and aid their work.

In addition to the above and urging all consumers to remain indoors, HERON provides online services so that all transactions can be performed online. HERON subscribers can use the [myHERON](#) platform to receive and pay their bills online and also to see the details of any past bills. Moreover, [myHERON](#) also allows subscribers to talk to a representative from HERON’s customer care department through livechat. Any persons who aren’t current subscribers and wish to apply for a new supply connection can make their application online through the [e-contract](#) and receive an additional 50€ registration bonus. In these hard times for us all, HERON and its team will be at the side of all families who fight their own struggle by remaining at home and anyone who works to protect us all and keep us safe. We perform all our transactions from home, protecting both ourselves and everyone else around us.

We, at HERON, are dedicated to the protection of the health and safety of all people through any and all possible means, by utilizing all available technological resources in order to ensure the best possible service towards our customers. HERON Group has taken strict protective measures for all its employees, on account of the fact that since March 16th, 90% of HERON’s employees work from home. Currently, thanks to the advanced systems in HERON’s possession, 100% of the company’s staff, including employees at our Call Center, works from home. HERON’s plants operate with skilled and excellently trained security personnel, who give their maximum efforts to ensure the uninterrupted supply of electricity to the national energy grid.

You can find more information at <https://www.heron.gr/prosfores/menoume-spiti/>



## **About HERON**

HERON Group of energy companies is the first private integrated producer and supplier of electricity and natural gas. HERON owns two power plants in Viotia with a 582MW capacity.

More than 170,000 customers across Greece trust HERON for their electricity and gas supply.

HERON was created through the strategic partnership between GEK TERNA Group, the largest Greek investor in the RES field in Greece and abroad and ENGIE Group. In July 2013, GEKTERNA Group, ENGIE and QATAR PETROLEUM INTERNATIONAL (QPI) entered into a strategic alliance agreement, resulting in the participation of the QPI Group in the share capital of HERON II VOIOTIA THERMAL POWER PLANT S.A.