



SETTING UP UTILITIES FOR YOUR APARTMENT

POWER SUPPLY

How can I set up the power supply in my new apartment?

To establish an electricity connection for your newly leased apartment, you can refer to a series of suppliers. Some of the most popular electricity suppliers in the Greek market are the following:

- [DEI](#) (ΔΕΗ), which is partly owned by the Greek State
- Watt + Volt
- Heron (Ήρων)
- Elpedison
- Volton
- Protergia (Πρωτέργια)
- Fusiko Aerio (Φυσικό Αέριο)

Where can I submit my application for electricity supply for my new apartment?

To set up the electricity connection in your apartment, you can visit any physical store of the power supplier of your choice. Alternatively, you can visit your selected supplier's respective website and electronically submit your connection request.

IMPORTANT!

In order to set up the power supply in your apartment (in case your apartment **doesn't have an active electricity connection**) or to amend any personal details and switch the account to your name (in case your apartment **has an active electricity connection**), you should ask your landlord to share with you the most recent electricity bill issued for the apartment you are leasing.

NECESSARY DOCUMENTATION

What do I need to have with me?

- A **recent electricity bill** for your leased apartment, showcasing your electricity supply number
- **Residence Permit**, or **Asylum Seekers' Card**, or **stamped Full Registration Card** (Trifold), or **passport**, if you have one
- Copy of the document with your **AFM** (ΑΦΜ) number
- Copy of your lease agreement that has been submitted to **TAXISnet**
- A **photo of the electricity meter corresponding to your leased apartment**, if you decide to apply to a private power supplier

What else should I take into consideration?

Overall, before applying for a new connection, you should make sure that there is **no unpaid debt** left by the previous tenant or the owner of your apartment.

Also, in case you decide to set up your power supply with:

- A **private provider**. You should ask if any fines will be imposed if you decide to terminate your contract earlier than the period specified in your power supply agreement.
- The **semi-public DEI (ΔΕΗ)**. You will need to sign a power supply contract in your name and pay a corresponding fee as a guarantee. The amount of the guarantee is calculated upon the approximate value of electricity usage a customer would consume between two successive bills, depending on the type of connection and on the charges for which you have signed.

FIND US

You can always reach our teams stationed at the HELIOS ILCs from Monday to Friday, between 9:30am – 4:30pm. You can find all further updates on www.greece.iom.int and facebook.com/heliosintegration.

Athens / Αθήνα

Thessaloniki / Θεσσαλονίκη

Ioannina / Ιωάννινα

Chania, Crete / Χανιά, Κρήτη

Heraklion, Crete / Ηράκλειο, Κρήτη



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WATER SUPPLY

How can I set up the water supply in my new apartment?

Water supply in Greece is managed only through public providers, EYDAP (ΕΥΔΑΠ) and EYATH (ΕΥΑΘ).

Where can I submit my application for water supply for my new apartment? It depends on where you live. Specifically:

FOR ANY CITY IN GREECE EXCEPT FOR THESSALONIKI. You should visit the Service Point of EYDAP, closest to your leased apartment. You can find the exact address of the Service Point on the most recent water bill, or you can look it up on: <https://www.eydap.gr/>. If you wish to **switch the water supply account** to your name, you can also submit your request online.

FOR THESSALONIKI. You need to book an appointment at one of EYATH's Service Points at **Aggelaki /Αγγελάκη 6 or 26is Oktovriou/26ης Οκτωβρίου 26** in Thessaloniki. If you wish to **switch the water supply account** to your name, you can also submit your request online at: <https://www.eyath.gr/>.

What do I need to have with me?

- **Residence Permit, or Asylum Seekers' Card, or stamped Full Registration Card (Trifold), or passport**, if you have one
- Copy of the document with your **AFM (ΑΦΜ)** number
- Copy of your lease agreement that has been submitted to **TAXISnet**
- A **recent water bill** for your leased apartment

IMPORTANT!

Before applying, make sure there is **no unpaid debt** by the previous tenant or the owner of your apartment. Also, when you set up your water supply account, you will need to **pay** a fee as a **security deposit**.

PHONE AND INTERNET CONNECTION

How can I set up a phone and internet connection in my new apartment?

You can refer to a series of phone and internet suppliers and ask for information about their available offers. Some of the most popular suppliers are the following:

- Cosmote, which is partly owned by the Greek State
- Vodafone
- Wind
- Nova
- HOL

Where can I submit my application for phone and internet connection for my new apartment?

You can visit any branch of the supplier of your choice. Alternatively, you can electronically submit your connection request through your selected supplier's respective website.

What do I need to have with me?

- **Residence Permit, or Asylum Seekers' Card, or stamped Full Registration Card (Trifold), or passport**, if you have one
- Copy of the document with your **AFM (ΑΦΜ)** number
- Copy of your lease agreement that has been submitted to **TAXISnet**
- A contact number to which the supply company can reach you

IMPORTANT!

Before applying for a new account, make sure there is **no unpaid debt** by the previous tenant or the owner of your apartment. Also, when you set up your phone and internet account, you will need to pay a **connection fee**.

CONTACT US

For any question, please contact us at iom_helios_info@iom.int or at the following **WhatsApp/Telegram** numbers from 9am-3pm Monday to Friday. You can also reach the numbers at a different time and leave a message.

HELPLINE NUMBERS

+ 30 690 665 6134
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LANGUAGES

Arabic
Sorani - Kurmanji - Turkish
English – Greek - French - Ukrainian - Russian
Farsi - Pashto – Urdu - Hindi- Panjabi