

## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

### ENEL DISTRIBUCIÓN ACTIVATED ITS EMERGENCY PLAN FOR "DAY OF THE YOUNG COMBATANT"

**Santiago, March 29, 2021** - Enel Distribución implemented an emergency plan to appropriately address any possible incidents that may affect our electricity distribution system during the "Day of the Young Combatant."

The plan began to operate preventively today, Monday, March 29 and will be extended until Tuesday, March 30. Its measures include permanent monitoring of power grids in most exposed areas, increased staff available to attend emergencies, and other appropriate security actions to secure customers' supply continuity.

Enel Distribución's emergency plan is coordinated with regional government authorities, emergency agencies, municipalities, and police. All steps to prevent Covid-19 infection are being taken, such as protocols to reduce contact between people, shift changes under strict sanitary safeguards, and permanent use of personal protection elements such as masks and hand sanitizer.

We want to ensure the safety of Enel Distribución personnel and collaborators. Therefore, our staff will not carry out any repair jobs in places that present risks or crowds. The electrical crew will resume when conditions allow it.

Due to mobility difficulties, the company contacted its customers registered as electro-dependent who live in areas where incidents have historically occurred on this date to offer early installation of generators. Around 200 home generators were delivered, applying strict sanitary protocols at the time of the visit.

Registered electro-dependent patients have access to preferential telephone attention in the priority customer service platform, who coordinate directly with our technical personnel to manage the equipment. Enel Distribución calls on all electro-dependents and their relatives or guardians to register for personalized and expeditious attention for emergency cases such as this.

The company has a unique registration protocol, which can be done through its website and at the commercial offices. The patient must support his pathology with a certificate indicating his medical condition, signed by the treating physician and the health facility director. More information at <https://www.enel.cl/es/clientes/informacion-util/registro-de-electrodependientes.html>.

#### Service channels

Telephone customer service channels (600 696 0000) and digital media were strengthened to facilitate communication with customers: website [enel.cl/clientes](https://www.enel.cl/es/clientes), twitter [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook FanPage "[Enel Chile](#)" and our free App "[Enel Clientes Chile](#)". Also, the company has

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a digital channel, support through **WhatsApp** (+56994447606 where customers can report emergencies and request information.

Enel Distribución has a georeferenced technological platform where you can know the electricity supply state detailed by sector and summarized by commune. It is updated every 15 minutes on the [enel.cl](http://enel.cl) website, and can be accessed directly at the following link <https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html>.

### **Enel Distribución serves 33 municipalities in the Metropolitan Region.**

**Enel Distribución** is the main electricity distributor in the country, with approximately 2 million customers. Its concession area is 2.069 km<sup>2</sup>, covering 33 municipalities located **exclusively in the Metropolitan Region**: Cerrillos, Cerro Navia, Conchalí, Estación Central, Independencia, La Cisterna, La Florida, La Granja, La Reina, Las Condes, Lo Espejo, Lo Prado, Macul, Maipú, Ñuñoa, Pedro Aguirre Cerda, Peñalolén, Pudahuel, Quinta Normal, Recoleta, Renca, San Joaquín, San Miguel, San Ramón, Vitacura, Santiago, Providencia, Huechuraba, Quilicura, Lo Barnechea, Colina, Lampa and Til Til.