

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN PRESENTED TECHNICAL CAPACITY OPERATION TO HANDLE CLIMATIC CONTINGENCIES DURING THE WINTER

- *The emergency equipment includes a mobile substation that backs up the power supply of buildings, blocks, or neighborhoods that are affected by the power outage; and a mobile bypass, which operates through a large high capacity cable, allowing to isolate an incident such as when a tree falls on a power line, being able to simultaneously provide power to approximately 7,000 customers, among others.*
- *The company has made progress in the automation of the electrical network, incorporating 350 additional remote control units, in comparison to the winter of 2018. There are now more than 1,800 operative units with technology that allows to considerably reduce, by 30% to 90%, in a matter of minutes, the number of customers affected by outages in the main medium-voltage grid.*
- *Specialized crews have been integrated to exclusive provide service to homes where electricity-dependent patients reside.*

Santiago, May 07, 2019 - In the framework of the 2019 Winter Plan, Enel Distribución presented its operational technical capacity in the field, in order to handle the climatic contingencies that could affect the operation of the electrical power system during the winter months.

The activity, held in the Bustamante Park, was attended by Ricardo Toro, director of the National Emergency Office (Onemi); Fernando Fredes, chief electricity coordinator of the Metropolitan Region of the Superintendence of Electricity and Fuels (SEC), and Ramón Castañeda, Enel Distribución's CEO.

The operational capacity is complemented with the technological advances made in the power distribution system, which seeks to limit the restoration times when there is a power outage, favoring the automation of the electricity grid, allowing its remote operation.

In this regard, 350 additional remote control units were added this winter compared to May 2018, which means that the company's electrical network has 1,820 units operating, allowing it not only to



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reduce recovery times, but also to considerably reduce by 30% to 90%, in a matter of minutes, the number of customers affected by faults in the medium voltage main network.

As a result of the investments made and the implementation of a series of measures, both from a technical and commercial point of view, during 2018 the quality of service indicators registered significant improvement, and can be highlighted as the best year in the company's history.

In this way, the power outage time indicator per customer amounted to an average of 178 minutes, which represents an improvement of 8.7% in relation to the company's estimate, and a decrease of 22.6%, as compared to 2017. On the other hand, the indicator of the number of power outages per customer, amounted to 1.47 times, which was 14.5% better than the previous year.

Emergency Plan Operation

The ongoing monitoring of Metropolitan Region weather allows preparing in advance when critical weather events are forecasted, which may affect the continuity of supply. In this case, the "Emergency Plan" is declared, which means that the company's personnel starts providing contingency management service.

When weather conditions are adverse, the company has "heavy work teams", both for arrival to hard-to-reach places, such as the foothills of the Andes, where there could be snow, and for clearing of higher-volume elements, such as trees, that could harm the power restoration work.

The equipment includes a mobile substation that backs up the power supply of buildings, blocks, or neighborhoods that are being affected by a power outage; a mobile bypass, which operates as a large high-capacity cable, allowing to isolate an incident such as a tree falling on a power line, while simultaneously supporting approximately 7,000 customers, and an insulated truck allowing to perform maintenance work on energized lines and distribution networks, without affecting the continuity of supply to the customers, among others.

At the same time, specialized teams have been integrated for providing exclusive service to the homes where electricity-dependent patients live. Even in the case of severe weather forecasts, generators can be delivered to registered patients in advance.

"The 2019 Winter Plan reinforces actions that contributed to the good performance of our power grid during 2018, such as the implementation of medium voltage remote control technology, incorporating other additional measures that we began to prepare in September last year, such as the provision to customers of the estimated restoration time through messages," said **Ramón Castañeda**, Enel Distribución's CEO.



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Online Information for customers

Enel Distribución offers its customers various service and information channels. In addition to the traditional call center, it has its website, application for mobile phones, customer service through social networks, Twitter and Facebook, and its network of branches in the capital.

Likewise, in 2019, the company has begun to deliver the Estimated Restoration Time in the face of power outages, in its service channels, with notifications through the App and SMS to customers who have provided their contact numbers.

In addition, it has enabled geo-referencing maps of outages and programmed disconnections in its Website, in order to maintain permanent and easily accessible information about the areas affected and emergency service provided.

It also reinforced the traditional call center (increase by up to 8 times compared to a normal day of operation) and increased its community managers for attention in social networks, with graphic information and images to communicate the cause of the incidents.

Technical deployment:

Mobile Distribution Laboratory

It is equipped with equipment that allows to determine the degree of aging and the remaining useful life of the insulators of underground cables.

Grid Emergency Vehicle

It is used for emergency service in the medium and low voltage distribution grid. The staff is qualified to perform various operations in maneuvering equipment for the restoration of the power supply.

Home Emergency Vehicle

Its main function is to provide service to homes when there are problems in the distribution system. It has qualified personnel to resolve any problem that occurs at the level of electrical junction line to homes.

Mobile Substation

It is composed by a 500 KVA transformer, which is used to support and provide continuity of supply to approximately 300 customers simultaneously, while maintenance work is performed.

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MT Mobile Bypass

This equipment works like a medium voltage "extension cord" and can supply the entire demand of a feeder (around 7,000 customers). It can be used both in power outage conditions and in programmed maintenance work reducing the impact on customers.

Mobile Distribution Generator

It is used to ensure the continuity of electricity supply for customers in the event of outage or programmed disconnections. It can support approximately 500 customers from an affected area.

Isolated Truck

It allows to carry out maintenance work in the distribution grid, without affecting the continuity of supply to the customers. Since it is an isolated truck, the operator can come into direct contact with the medium voltage grid, in complete safety, without taking risks. It is a vehicle widely used in the maintenance process of the company's distribution networks.

The deployment of the 2019 Winter Plan implemented a series of measures aimed at the continuity and security of the power supply:

The Winter Plan includes:

Telecontrol (Remote control)

For the purpose of reducing the affected customers and limiting restoration times when a power outage occurs, the company deployed a plan to increase remote control equipment, in order to reinforce the automation of the electrical network, allowing it to be operated remotely. There are 350 additional remote control units for this winter, as compared to May 2018, so the company's electrical network now has 1,820 operating units, allowing not only to reduce restoration times, but also to considerably reduce, by 30% to 90%, in a matter of minutes, the number of customers affected by outages in the main medium voltage grid.

Pruning

To minimize the risks of power outages during the Maintenance Planning process, the company prioritized its Pruning Plan around 160 medium voltage feeders whose failure rate was mainly associated with vegetation management. In coordination with the different municipalities, the company cleared about 4,600 kilometers of high, medium, and low voltage power lines, in order to help avoid supply interruptions, due to falling trees or large branches on the line, for the winter period.

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Online Information for customers

For each power failure or interruption, the company currently provides to its customers, through the different information platforms, the Estimated Restoration Times (TEN) and has provided access to geo-referencing maps of outages and programmed disconnections, to constantly inform about the affected zones and emergency services being provided.

Aerial inspection plan (helicopter)

An aerial inspection plan was carried out with the objective of detecting, in advance, sensitive points in the electrical system that would prevent potential power outages. Through state-of-the-art technology cameras, a total of 1,630 kilometers of high and medium voltage lines were inspected. In 4 weeks the helicopter carried out the work that could take more than 6 months on land.

As a complement to the helicopter, an inspection plan was performed of 800 kilometers of power lines in areas of high demographic density, consisting of a van with laser equipment, for the detection of vegetation near the lines, and the use of drones that transport high-resolution and thermographic photographic cameras. The objective is to be able to capture anomalies of the high and medium voltage grids in areas of greater urban density, using technology that would allow identifying 100% of the defects that could occur in the network.

Increase in emergency teams

30% increase in field teams for emergency services.

New service platforms

The traditional call center was reinforced (increase by 8 times compared to a normal day of operation) and community managers were increased in order to provide customer service in social networks, with graphic information and images to communicate the cause of the outages. In addition, new customer service tools were enabled, such as mobile applications, text messaging, online outage reference map and other digital tools, in order to optimize the flow of information to users, allowing direct communication, making relevant information available such as the estimated times of power restoration.

Protocol for electricity-dependent patients

The company has a registry of electricity-dependent people, which currently amounts to 1,301, and has increased the number of generators available, totaling more than 400, which are allocated to homes that require them, and are picked up once the power is restored. Additionally, in 2018, the company delivered 150 additional generators to municipalities belonging to its concession area, so that they can assist electricity-dependent patients in their respective districts.



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Gymnasium available as shelter

This year Enel Chile will once again make its corporate gymnasium available to be used as a shelter during the days of climatic contingency with low temperatures.

Enel Distribución provides service to 33 districts in the Metropolitan Region

Enel Distribución is the main distributor of electricity in the country, with more than 1.9 million customers. Its concession area covers 2,037 km², which includes 33 districts 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.