



PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ACTIVATES PREVENTIVE PLAN FOR RAIN FORECAST ANNOUNCED FOR THE METROPOLITAN REGION

- *Reinforced its operational technical capacity in the field and its channels for customer information and interaction.*
- *The company summons its customers to be prudent and in the event of a power blackout, not to intervene and attempt to resume service by their own means, in order to prevent any risk of electrocution.*

Santiago, May 27th, 2019 – Due to the rain forecast announced for the Metropolitan Region, Enel Distribución activated its preventive plan in order to service the possible incidents that may affect the electric power distribution system.

The contact channels were reinforced, such as the Emergency Phone (**600 696 0000**), as well as those for digital and website attention, eneldistribucion.cl, its [@EnelClientesCL](https://twitter.com/EnelClientesCL) twitter account, “**Enel Chile**” Facebook address, which formally record all requirements for service.

Facing any power blackout, the recommendation is to use the application for mobile phones “**APP Enel Clientes Chile**”, the quickest way to contact the company. After downloading it, the customer number is entered only once and there the option “blackout” may be selected.

The company also counts with an “online map of blackouts”, a geo-referenced technological platform where the condition of the power supply may be known, by sector and summarized by county. It is updated every 10 minutes in the www.eneldistribucion.cl web site, and it may be accessed directly in the www.eneldistribucion.cl/mapa-cortes-linea link.

Electro dependent persons

Enel Distribución has more than 400 power generators for servicing priority cases, which are assigned to the homes registered as electro dependent and that at some moment find themselves with no power supply. Also, the company distributed additional equipment to the different municipalities belonging to its concession area, in such a way that these may also be of help assisting electro dependent patients in their respective counties.

Enel Distribución services 33 counties in the Metropolitan Region

Enel Distribución is the main electric power distributor in the country, including more than 1.9 million customers. Its concession area is 2,037 km² in size, covering 33 counties 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.

