

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ACTIVATES PREVENTIVE PLAN FOR FORECAST HEAVY RAINFALL IN GREATER SANTIAGO

- *The company has enhanced its on-site technical operating capacity and its information channels for interaction with clients.*

Santiago, May 19, 2020 - Following the forecast for heavy rainfall in the Metropolitan Region, Enel Distribución has activated its preventive plan to address possible events that could affect the electrical distribution system. It has therefore enhanced its on-site technical operating capacity and its information channels for interaction with clients.

It has also strengthened its call center (**600 696 0000**) and its digital channels to facilitate contact with clients. These channels are: the enel.cl website, the [@EnelClientesCL](https://twitter.com/EnelClientesCL) Twitter account, the “**Enel Chile**” Facebook fan page, and the “**Enel Clientes Chile**” mobile app, which is the fastest way of contacting the company. To use it, download the app and enter your client number when you start it up, so that the users are registered and activated.

The company operates a georeferenced technological platform that allows users to check the detailed electrical supply status for each sector, with district-level summaries. It is updated every 15 minutes on the www.enel.cl website, and can be accessed directly at <https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html>

In the event of any interruption to electricity supply, Enel Distribución encourages its clients to remain prudent, and not to make any attempts to restore the service by themselves, so as to avoid any risk of electrocution.

Priority Power Users

Enel Distribución operates more than 400 mobile generators to deploy to priority cases, which are assigned to households that are registered as priority power users and that are left without electricity supply at any time. The company has also distributed further units to the different district governments within its concession zone, so that they can also go to the aid of residents who have a medical necessity for electricity within their areas.

Enel Distribución operates in 33 districts of the Metropolitan Region.

Enel Distribución is the country's top electricity distribution company, with over 1.9 million clients. Its concession zone covers an area of 2,037 km², taking in 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.