

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN MAINTAINS ITS FIELD OPERATIONS TO ENSURE THE ELECTRICITY SUPPLY

- *Inspection, preventive and corrective maintenance on the electric grid and connections, as well as emergency services, are still operative in the different communities of the Metropolitan Region, using the necessary personal protection equipment to ensure the safety and health of the community.*
- *Field staff must always carry their credentials to be shown upon arrival to a customer's residence, who may verify these credentials through the company's call center or digital platforms.*
- *For businesses or companies, that in some cases have stopped operating, special reading plans are being prepared to ensure that the averages do not exceed real consumption in these cases.*

Santiago, May 26, 2020 - Due to the progressive increase in coronavirus cases in Chile, and for the purpose of protecting the health of its workers, collaborators and customers, Enel Distribución, as an essential basic service and adopting all health and safety measures, is maintaining its field work in order to ensure the continuity of the electricity supply.

The fieldwork being performed by the company's contractors is related to preventive and corrective inspection and maintenance on the network and connections, in order to ensure the correct operation of the electric system, reprogramming of meter equipment and emergency services, among others. This work has been duly reported and coordinated with the authorities.

Enel Distribución's field staff must always carry their credentials and show them upon arrival to a customer's residence. If the customer has any questions, they can contact the company at 600 696 0000 or through its digital channels to verify the information.

It should be noted that the essential works performed by the company to ensure continuity of the electricity service in the different communities within its concessions area, and under the framework of the 2020 winter plan, have been reported to the municipal governments.



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Meter readings

As a result of the pandemic, the company has currently suspended its door-to-door meter reading services for residential customers in order to avoid personal contact. According to current regulations, for customers whose meter cannot be read, the average consumption during the last 6 months will be calculated and applied temporarily for the monthly bills, so as to not accumulate several months' consumption in a single bill.

Customers who have been issued a bill based on this 6-month average, established by law, will be indicated as "No Reading." This estimate will be adjusted in the next electricity bill once normal meter reading services can be resumed.

Special reading plans are being prepared, focused primarily on businesses and companies that in some cases have stopped operating, in order to ensure that the average readings do not exceed real consumption in these cases.

To avoid differences with real consumption that may be produced during this provisional billing period, residential customers and the majority of business customers have the option to report their meter reading, in order to maintain their consumption records up-to-date and avoid calculations based on the average established by law. To report this meter reading, customers can contact the company through its available digital channels, including its [website](#), call center and mobile phone app "[Enel Clientes Chile](#)".

Customer Service Channels

You can contact Enel Distribucion through our digital channels: website enel.cl, Twitter [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook "[Enel Chile](#)" and mobile app "[Enel Clientes Chile](#)." Or contact the Call Center (**600 696 0000**).