

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ANNOUNCES PAYMENT SOLUTIONS FOR BILLING DIFFERENCES ORIGINATED BY USAGE ESTIMATES

- *For those cases where the difference represents a balance to be paid by the customer, the company determined it to be divided into 5 payment installments without interest rates and will not represent any additional cost. This will be done automatically without the customer having to do anything further.*
- *As of June 15, Enel Distribución will gradually restart manual readings and billing distribution, with all the corresponding preventative health measures that include personal protection gear to safeguard the health of our customers, employees and the community at large.*

Santiago, June 11, 2020 – With the intention of diminishing the impact that the difference between the billing of estimated electricity usage and the actual reading of the meters may have, Enel Distribución will apply payment solutions to all customers that result in a positive difference during the months in which manual readings were suspended.

As a result of the pandemic, since March 25 the company has suspended manual readings of meters to avoid contact between people. According to current regulations, when it is not possible to record a meter reading, electrical distributors may temporarily bill customers using the average usage of the last 6 months. When readings are normalized, the actual usage of the entire period is billed, while deducting the amount provisionally billed.

If the billing for estimated usage were to be less than the actual use, the month in which the reading is taken the bill will be higher than previous payments. In these cases, Enel Distribución will divide the difference into 5 months payment installments, without interest rates, readjustments or any additional charges. This will be done automatically without the customer having to do anything further.

This way, if for example a monthly bill with an estimated usage of \$20,000 pesos, after the meter reading has an actual usage of \$24,000 pesos, the company will divide the difference in the billing (\$4,000 pesos in this case) into 5 months payment installments. Meaning that the bill for the illustrated case would be \$20,800 pesos, and in the next 4 months the customer would be billed their actual monthly usage plus \$800 pesos.

If on the other hand, the billing of estimated usage was higher than the actual use, a negative difference is created, which credited in full and directly to the customer's account.



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Concerns and queries can be addressed through the company's service channels: Call Center 600696000, website enel.cl, twitter [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook "Enel Chile" and mobile phone app "Enel Clientes Chile".

Restart of usage reading and billing distribution

As of June 15, Enel Distribución will gradually restart manual readings and billing distribution, with all the corresponding preventative health measures that include personal protection gear to safeguard the health of our customers, employees and the community at large. Also, all employee shift changes at work will be carried out under strict protocols, including precautionary measures and social distancing.

Customers who have problems with Enel taking their meter readings have the option of informing the company themselves of their meter reading, thus keeping their actual usage records up to date and avoiding their billing be based on usage estimates as regulations allow. To do this they can contact us through our available digital channels such as our [website enel.cl](http://enel.cl), Call Center and mobile phone app "[Enel Clientes Chile](#)." Alternatively, those who cannot report their reading can write down their meter reading and leave it in a visible place for the operative.