

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ACTIVATES PREVENTION PLAN DUE TO EXPECTED RAINY WEATHER IN THE METROPOLITAN REGION

- Clients may register and update their contact information on our website enel.cl and mobile app "Enel Clientes Chile", the company will be able to continue to provide efficient communication channels and promptly notify clients of any emergency as well as continue to offer the best service.

Santiago, June 16, 2020 - Enel Distribución activated its preventive plan to respond to any possible incidents that could affect the electrical distribution system due to weather forecasts showing a chance of rain and wind in the Metropolitan Region. The company has reinforced its technical operational capacity and its information and customer interaction channels.

Likewise, the company has reinforced its call center (600 696 0000) and digital channels to facilitate contact with its clients. Customer service channels are, our website at enel.cl, twitter account @EnelClientesCL, Facebook Fan Page account "Enel Chile" and our phone app "Enel Clientes Chile" the latter is the quickest way to get in touch with the company.

The company has a georeferenced technological platform showing the electrical supply status detailed by zone and briefed by Santiago's different municipalities. It is updated every 15 minutes on the web page www.enel.cl and can be accessed directly on the link www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html

In the event of service interruptions, individuals should not interfere with the electrical power network, nor attempt to restore power by their own means, to avoid any risk of electrocution.

Electro dependents

In the event of a power outage, Enel Distribución has more than 400 generators available for priority cases, which are assigned to homes with registered electro dependent persons. Likewise, the company distributed additional equipment to the different municipalities belonging to its concession zones, so that these can also assist electro dependent patients in their respective municipalities.

Enel Distribution serves 33 municipalities in the Metropolitan Region

Enel Distribución Chile is the main electric power provider in the country, with 1.9 million customers. Its concession area covers 33 municipalities 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.