



## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

### ENEL DISTRIBUCIÓN TEMPORARILY CLOSES ITS COMMERCIAL OFFICES TO SAFEGUARD WORKER AND CUSTOMER HEALTH

- *The company has activated a preventive action plan with the implementation of protocols for network operation and customer service, while also allowing the company to maintain operational continuity.*

**Santiago, March 18, 2020** – In view of the rise in cases of coronavirus in Chile, and with the objective of protecting the health of workers, collaborators, and clients, Enel Distribución is to close all of its commercial offices from Thursday March 19 until further notice.

This measure will help avoid gatherings of people, usage of public transport, and cash handling, thus reducing instances that could imply any risk of COVID-19 transmission.

Enel Distribución has bolstered its digital channels to facilitate contact with clients and advises customers to use them in order to maximize safety. These channels are: the **enel.cl** website, the **@EnelClientesCL** Twitter account, the “**Enel Chile**” Facebook 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.

Clients can use these channels to meet all of their service and communication needs with the company, without having to leave their homes. At the same time, Enel Distribución is launching an awareness campaign to inform users of these remote customer service channels, particularly amongst older people living in the Santiago Metropolitan Region: these people belong to a high-risk group, and also constitute the largest proportion of users who visit commercial offices.

#### **The company's preventive measures**

Enel Distribución has adopted a number of measures, such as implementing protocols for actions to be taken by workers and their families, so that they know what to do and who to call on if symptoms arise. All personnel able to perform their jobs from home are now doing so. Here, the usage of digital platforms and tools will be promoted for activities that can be performed remotely, other than operation of the distribution network and customer service.

Additionally, access to zones used for operation of the electrical network has been restricted to authorized personnel only, and daily cleaning and disinfection procedures have been enhanced at all installations. Furthermore, shift changes will be conducted under strict protocols, including additional safeguarding measures.

Personnel at each of the call centers providing services for our company have been distributed to different facilities to reduce the probability of contagion.

Enel Distribución continues to focus its efforts on staying available for its clients, putting their safety first.