



PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCION ACTIVATES PREVENTION PLAN DUE TO RAINY AND WINDY WEATHER EXPECTED IN THE METROPOLITAN REGION

- *We adjusted our technical resources, channels, information, and customer communication due to the weather forecast.*
- *We have reinforced our service channels, such as WhatsApp (+56994447606), where clients report emergencies and request information. Our self-service telephone service recognizes clients by their previously registered National ID N° instead of their supply number.*
- *In a possible power outage, the company urges its customers to be cautious and not intervene and try to restore the service by their means.*

Santiago, September 10, 2021 - 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.

Based on the forecast, we adjusted our technical resources, channels, information, and customer interaction.

We expanded our customer service channels and digital media to facilitate communication with customers. Among them, attention via **WhatsApp** (+56994447606), where clients can report emergencies and request information. Also, clients may reach us via our website enel.cl/clientes, Twitter account [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook Fan Page "[Enel Chile](https://www.facebook.com/EnelChile)," our free "[Enel Clientes Chile](https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html)" App, and Contact Center 6006960000/800800696.

Customers can access the platform with their previously registered National ID N° via our self-service telephone service instead of their supply number. To use this new tool, customers must update their data in the company's customer service channels.

Enel Distribución has a georeferenced technological platform to know the state of our clients' sector and commune electricity supply. It is updated every 15 minutes on the enel.cl website and clients can access it directly at the following link <https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html>.

Electro dependents

Enel Distribución urges family members or guardians of electro-dependent people to register for more personalized and timely service in the case of an emergency.



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Enel Distribución has more than 400 home generators and lithium batteries for priority cases, which are assigned and installed in the homes of these patients in the event of an electricity supply incident. In addition, registered electro-dependent patients have access to preferential telephone attention in our priority customer service platform, coordinating with our technical staff and field equipment administration.

The company has a unique registration protocol, available on our company's website and commercial offices. The patient must present a certificate indicating their medical condition, signed by the treating physician and health facility director. More information at www.enel.cl/es/clientes/informacion-util/registro-de-electrodependientes.html

Enel Distribución serves 33 municipalities in the Metropolitan Region.

Enel Distribución supplies energy to approximately 2 million customers. Its concession area is 2.069 km², **which covers 33 municipalities 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.