

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ACTIVATED PREVENTIVE PLAN DUE TO RAIN FORECAST IN METROPOLITAN REGION

- *Customers can register and update their contact information on the enel.cl website and on the “[Enel Clientes Chile](#)” App. We strive for more efficient communication between our customers and us and quickly respond to emergencies while delivering the best service.*
- *The company incorporated a new digital channel: **service via WhatsApp** (+56994447606), where customers can report emergencies and request regular commercial information such as checking their balance, paying their bill, entering their reading, or requesting a copy of their account.*

Santiago, January 29, 2021 - Enel Distribución activated its preventive plan to address any incidents affecting the Metropolitan region's electricity distribution system due to the announced rain forecast. We have reinforced our operational capacity and communication channels with customers.

We have reinforced our customer service call center (600 696 0000) and digital media to facilitate customer communication: enel.cl/clientes, Twitter account [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook Fan Page "[Enel Chile](#)" and free application for cell phones "[Enel Clientes Chile](#)." Additionally, the company incorporated a new digital channel, attention via WhatsApp (+56994447606), where customers can report emergencies and request regular business information such as check balance, pay the account, enter reading, or request a copy of their bill.

Enel Distribución has a georeferenced technological platform to know the electricity supply state detailed and compiled for each city sector. It is updated every 15 minutes on the enel.cl website, which can be accessed directly through the link, <https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html>.

In the event of a power outage, the company urges its customers to be cautious, not to intervene, and to restore the service on their own to avoid any risk of electrocution.

Electro-dependent customers

Enel Distribución has more than 400 generators for priority cases assigned to homes registered with electro-dependent persons who may need an emergency electricity supply.



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Enel Distribución serves 33 municipalities in the Metropolitan Region.

Enel Distribución is the main electricity distributor in the country, with close to 2 million customers. Its concession area is 2.069 km², covering 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.