

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

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

- *Customers can register and keep their contact information updated at enel.cl and on the "[Enel Clientes Chile](#)" cell phone app - to maintain communication. In the event of an emergency, Enel will respond swiftly and in the best possible way.*

Santiago, April 20, 2021 - Due to the rain forecast announced for the Metropolitan Region, Enel Distribución activated its preventive plan to deal with possible incidents that could affect the electricity distribution system.

We have adapted our technical resources, also our customer information and interaction channels.

All customer service aid, including digital media, has increased to facilitate communication with customers. A few months ago, the company made new digital channels available, attention **via WhatsApp** (+5699444447606), where customers can report emergencies and request information. We have reinforced all our other communication channels, such as our website enel.cl/clientes, Twitter account [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook Fan Page "[Enel Chile](#)," and our free App "[Enel Clientes Chile](#)," also our Contact Center 600696960000.

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

The company urges its customers to be cautious and not to intervene and restore the service by their means to avoid any risk of electrocution in the event of a possible power outage.

Electrodependents

Enel Distribución has more than 400 home generators and lithium batteries for priority cases, which are assigned and installed in the homes of electro-dependent patients in the event of any incident in the electricity supply.

The registered electro-dependent patients have access to preferential telephone attention in the priority customer service platform, who coordinate directly with the technical personnel to manage the equipment in the field. Enel Distribución calls on electro-dependent customers and their relatives to register for personalized and prompt attention in emergencies.

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

The company has a unique registration protocol, which can be done through the company's website and at the commercial offices. The patient must support his pathology with a certificate indicating his medical condition, signed by the treating physician and the health facility director.

More information is available at <https://www.enel.cl/es/clientes/informacion-util/registro-de-electrodependientes.html>.

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.