



## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

### ENEL DISTRIBUCIÓN ACTIVATES PREVENTIVE PLAN DUE TO RAIN FORECAST IN METROPOLITAN REGION

- *We adjusted our technical resources, channels, information, and customer communication due to the weather forecast.*
- *Among our customer service channels is **WhatsApp** (+56994447606), where clients may report emergencies and request information*
- *In our self-service telephone service, customers can access the platform with their RUT -it has to have been previously registered- instead of requesting their supply number. To use this new facility, customers must update their data in the company's customer service channels.*

**Santiago, June 15, 2021** - Enel Distribución activated its preventive plan for any possible incidents affecting the electricity distribution system due to the rain forecast announced for 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](http://enel.cl/clientes), twitter account [@EnelClientesCL](https://twitter.com/EnelClientesCL), Facebook Fan Page "**Enel Chile**," our free "**Enel Clientes Chile**" App, and Contact Center 6006960000/800800696.

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](http://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>.

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

#### **Electrodependents**

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.



## PRESS RELEASE

### ENEL DISTRIBUCIÓN CHILE

The company has a unique registration protocol, available on our company's website and commercial offices. The patient must present a certificate indicating his or her 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](http://www.enel.cl/es/clientes/informacion-util/registro-de-electrodependientes.html)

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.

#### **Enel Distribución serves 33 municipalities in the Metropolitan Region.**

Enel Distribución supplies energy to approximately 2 million customers. Its concession area is 2.069 km<sup>2</sup>, **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.