

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN IMPLEMENTS PREVENTATIVE MEASURES TO PREPARE FOR RAIN FORECAST FOR METROPOLITAN REGION

- *Using the self-service telephone number, customers can be recognized by their RUT ID number -when they have previously registered it - instead of having to provide their customer number.*
- *To use this new feature, it is important for customers to update their data through the appropriate customer service channels.*
- *The company points to its **WhatsApp** customer service number (+56994447606), where emergencies can be reported and information requested.*

Santiago, June 22, 2021 - Enel Distribución has implemented a precautionary plan to address possible interruptions to the electricity distribution system from the rain that is forecast for the Metropolitan Region.

The company prepared its technical resources and information channels for interacting with customers accordingly. Customer service channels and digital media have been enhanced to facilitate communication with customers. These include the **WhatsApp** (+56994447606) channel, where emergencies can be reported and information requested. The company also points to its website enel.cl/clientes, the twitter account [@EnelClientesCL](https://twitter.com/EnelClientesCL), the Facebook Fan Page "[Enel Chile](https://www.facebook.com/EnelChile)", the free application for cell phones "[Enel Clientes Chile](https://www.enel.cl/es/clientes/servicios-en-linea/mapa-en-linea-cortes.html)" and Contact Center numbers 6006960000 - 800800696.

The company highlighted its self-service telephone number that recognizes the customer from their RUT ID number -when it has been previously registered- rather than having to provide their customer number. To use this new feature, it is important that customers update their data through the appropriate company service channels.

Enel Distribución has a georeferenced technological platform where you can consult the state of electricity supply detailed per sector and municipality. Information 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>.

Electrodependents

Enel Distribución has more than 400 home generators and lithium batteries for priority cases, which are assigned and installed in the homes of patients as a contingency measure in the event of any interruption to the electricity supply. Registered electro-dependent patients have access to preferential telephone assistance from the priority customer service platform, which coordinates directly with technical staff to manage the equipment in the field.

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The company has a special registration protocol, which can be done via the company's website and at commercial offices. For more information see <https://www.enel.cl/es/clientes/informacion-util/registro-de-electrodependientes.html>.

Enel Distribución reiterates its call to family members or guardians of electro-dependent people to register for personalized and swift assistance in the case of contingencies.

Enel Distribución

Enel Distribución supplies energy to around 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.