



## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

### ENEL DISTRIBUCIÓN IMPLEMENTS NEW COMMERCIAL PLATFORM TO IMPROVE CUSTOMER SERVICE

- *We will migrate to the SAP ISU platform, a system used by leading service companies globally.*
- *The company's customer service will operate normally during the implementation of the new system. However, we will update some transactions once the migration to the new platform concludes, which will take place between September 1 and 8, 2021.*

**Santiago, August 30, 2021** – Enel Distribución is implementing a new technological platform that modernizes its commercial system to streamline and improve customer service. The new platform will enhance the customer experience by allowing them to access new personalized services tailored to their needs in the future while facilitating queries, such as access to detailed billing calculations, among others.

During the new system's implementation, customer service will operate normally. However, no accounts will be issued during the transfer to the new platform, which will take place between September 1 and September 8, 2021. During this copying process, the system will update some transactions, such as payments and particular applications.

For example, the billing corresponding to the first week of September will be postponed to the second week, shifting these accounts' distribution and due date by the same number of days. We should have our usual schedule starting in October.

Regarding payments, customers will continue to pay their accounts in all available collection channels, with the sole indication that transactions made during the first week of September will be updated as of September 8 in the new commercial system.

Personalized service channels will receive the usual queries and requests. Between September 1 and 8, the self-service option for payment agreements will not be available. However, the demands for debt deferment contemplated in Law 21.340 on essential services will continue to operate normally.

Once the new computer system is implemented, all transactions and requests that occurred during the data transfer period will be updated. The company will continue to provide its service with a higher standard and better information to its customers. For questions and requirements, we invite you to contact the company through its website [enel.cl/clients](http://enel.cl/clients), Call Center **600696960000-800800696**, and the new WhatsApp channel **+56994447606**. The implementation of this new commercial platform will not have any effect on emergency customer service. If required, clients may contact the company through the usual service channels: [enel.cl/clientes](http://enel.cl/clientes) website, our free App "**Enel Clientes Chile**," our new WhatsApp channel **+56994447606**, Twitter account **@EnelClientesCL**, Facebook Fan Page "Enel Chile," and Call Center **6006960000-800800696**.