

## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

### ENEL DISTRIBUCIÓN IMPLEMENTS PREVENTIVE MEASURES IN THE WAKE OF SEPTEMBER 11

- *In a power outage, the company urges its customers to be cautious and not to meddle with any distribution systems or attempt to restore service by their means to avoid any risk of electrocution.*
- *The company proactively contacted its customers registered as electro-dependent patients who live in sectors where incidents have historically occurred on this date to offer early installation of generators. More than 200 home generators were delivered, applying strict sanitary protocols at the time of the visit.*

**Santiago, September 9, 2021** - Enel Distribución implemented a preventive plan to promptly attend to any incidents that may affect the electric distribution system in its concession area in the wake of September 11.

The preventive plan will begin to operate on Friday, September 10, until Sunday, September 12. It includes a series of measures such as permanent monitoring of our power grids, an increase in the number of staff available for emergencies, implementing particular security actions to maintain the continuity of supply, and reinforcing information channels and interaction with customers.

Enel Distribución's preventive plan is coordinated with SEC sectorial authorities, the Metropolitan Region's presidential, the regional government, emergency agencies, municipalities, and police forces. The plan also considers additional measures to prevent the possibility of Covid-19 infection, such as protocols to reduce contact between people, shift changes under strict sanitary safeguards, and the permanent use of personal protection elements such as masks and hand sanitizers.

Likewise, to guarantee the safety of Enel Distribución personnel and its collaborators, no repair work will be carried out in places that present risks and/or crowds. Staff response will occur when conditions allow it.

In a power outage, the company urges its customers to be cautious and not to intervene in the distribution networks or attempt to restore service by their means.

#### **Electro-dependent**

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 any incident in the electricity supply. Registered electro-dependent patients have access to preferential telephone attention from the priority customer service platform, which coordinates directly with the technical staff to manage the equipment in the field.

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The company has a unique registration protocol through the company's website and in commercial offices. For more information, visit <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 speedy attention in case of emergency.

Due to the difficulty of travel that may arise on September 11, the company proactively contacted its customers registered as electro-dependent who live in areas where incidents have historically occurred on this date to offer early installation of generators. More than 200 home generators were delivered, applying strict sanitary protocols at the time of the visit.

### Customer Service

We strengthened our Customer Service Channels and social media to facilitate communication with customers. Clients may request information or report emergencies via **WhatsApp (+56994447606)**. Other available channels include our website [enel.cl/clientes](http://enel.cl/clientes), Twitter account [@EnelClientesCL](https://twitter.com/EnelClientesCL), the Facebook Fan Page "**Enel Chile**," the free application for cell phones "**Enel Clientes Chile**" and the Contact Center 6006960000/800800696.

We also offer self-service telephone resources to customers. They can type in their previously registered national ID number instead of informing his supply number. To use this new tool, customers must update their data in the company's customer service channels.

Enel Distribución has a georeferenced technological platform where you can know the state of the electricity supply detailed by sector and summarized by zones. It is updated every 15 minutes on the [enel.cl](http://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>.

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