

## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

### ENEL DISTRIBUCIÓN ACTIVATES A PREVENTIVE PLAN ON THE "DAY OF THE YOUNG COMBATANT"

**Santiago**, March 29, 2022 - To attend to possible incidents that may affect the electricity distribution system in its concession area on the "Day of the Young Combatant," Enel Distribución implemented a preventive plan that began operating at 09:00 today, Tuesday, March 29, and will be extended until tomorrow.

This preventive measure includes permanent monitoring of power grids in more exposed areas, an increased presence of emergency crews, and implementing safety actions that guarantee a stable power supply.

The implementation of Enel Distribución's plan is coordinated with regional government authorities, emergency agencies, and municipalities. It considers additional measures to prevent Covid-19 infection, such as protocols that reduce contact between staff, shifts under strict sanitary precautions, and the permanent use of personal protective equipment.

To ensure the safety of company personnel and collaborators, in the event of supply interruptions, Enel Distribución will not conduct repair works in places with possible risks, manifestations, and crowds. Emergency crew actions will resume once safety conditions allow it.

Due to potential traveling complications, on March 24, the company contacted its electro-dependent customers who live in areas where incidents have historically occurred on this date to offer early installation of generators. Thus, we delivered 200 home generators.

Registered electro-dependent patients have access to preferential customer service, coordinating directly with specialized staff to operate the equipment.

Enel Distribución reminds family members or guardians of electro-dependent people to register to receive personalized and prompt assistance in case of emergency.

The company has a special registration protocol, which can be done through the company's website and commercial offices. Patients reporting their health condition must include a medical certificate signed by the treating physician and health facility administrator. For more information, visit <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>.

#### Service channels

Enel Distribución reinforced its customer service and digital channels to improve customer communication. Assistance channels include WhatsApp (+56994447606), where customers may report emergencies and request information. Also available are the website [enel.cl/clientes](https://www.enel.cl/clientes), free App "[Enel Clientes Chile](#)," and Contact Center 6006960000/800800696.



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Enel Distribución has a georeferenced technological platform where customers can determine the electricity supply's status in detail by zone. It is updated every 15 minutes on the [enel.cl](https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html) website, and can be accessed directly at the following link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

In the event of a possible power outage, the company urges its customers to be cautious and not to intervene and try to restore the service themselves.

### **Enel Distribución provides service in 33 municipalities in the Metropolitan Region.**

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.