

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ACTIVATES PREVENTION PLAN FOR RAIN FORECAST IN THE METROPOLITAN REGION

- *Based on the latest meteorological forecasts available, the company adjusted its technical resources and customer information and interaction channels.*
- *Among the customer service channels that have been reinforced for this contingency are **WhatsApp** (+56994447606), for reporting emergencies and requesting information. Through the self-service telephone line, customers can be recognized by their RUT - when previously registered - instead of their supply number.*

Santiago, April 25, 2022 - As a result of rain forecasts announced for the Metropolitan Region, Enel Distribución activated its prevention plan to address potential incidents that could affect the electric power distribution system.

Based on the forecast, it adjusted its technical resources with field crews and customer information and interaction channels. The customer service channels and digital media were reinforced to facilitate communication with customers. These include **WhatsApp** (+56994447606), where customers can report emergencies and request information. In addition to the website enel.cl/clientes, the free mobile app "**Enel Clientes Chile**," and the Contact Center 6006960000/800800696.

Of particular interest is the self-service telephone line, where customers can be recognized by their RUT - when previously registered - instead of providing their supply number. To use this new option, it is important the customers update their details in the company's service channels.

Likewise, Enel Distribucion has a georeferenced technology platform that shows the status of the electric power supply, detailed by sector and summarized by municipality. It is updated every 15 minutes on the website enel.cl, 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 an interruption in the electric power supply, the company asks customers to act prudently and not intervene or attempt to fix the problem on their own.

Electro-dependents

Enel Distribucion reiterates the call to family members or caretakers of electro-dependent individuals to register these cases with the company for personalized and expedited attention in the case of contingencies.

Registered electro-dependent patients have access to a preferential telephone line and priority customer service platform, which coordinates directly with technical staff to coordinate field crews.

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The company has a special registration protocol that can be performed through the company's website and at its commercial offices. The patient's pathology must be supported by a certificate indicating his or her medical condition, signed by the attending physician and the director of the healthcare establishment. More information at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>.

Enel Distribucion serves 33 municipalities in the Metropolitan Region

Enel Distribución supplies energy to around 2 million customers. Its concession area is 2,069 km², and covers 33 municipalities **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.