

PRESS RELEASE ENEL DISTRIBUCION CHILE

METROPOLITAN GOVERNOR TAKES PART IN ENEL DISTRIBUCIÓN 2022 WINTER PLAN PRESENTATION

- *We added 234 remote control devices, bringing the total to 2,659 by March, reducing supply recovery times in the event of a service interruption.*
- *We reinforced customer service tools, such as attention via WhatsApp (+56994447606), where customers may report emergencies and request information. We also offer self-service telephone service. Customers can identify through their previously registered national ID N° (RUT) instead of their service number.*

Santiago, April 28, 2021 - To act coordinately during weather events that affect our electric system during the winter months, Enel Distribución implemented its "2022 Winter Plan". It includes steps involving using technology and customer service channels in emergencies.

Through a live broadcast by EmolTv from the System Operations Center (COS) and Customer Service Control Room, Enel Distribución's general manager, Ramón Castañeda, announced this winter's preventive service channels. The Governor of the Metropolitan Region, Claudio Orrego, *attended the event.*

"We designed the Winter Plan by enforcing measures to act promptly during emergencies since every electrical system, especially overhead lines, is exposed to adverse weather conditions. We are still working around the pandemic context, reinforcing our health and safety measures adopted for operational continuity and customer service," Ramón Castañeda explained.

The Governor, **Claudio Orrego**, stressed the public demand to ensure compliance with this plan. *"Climate change establishes significant regulatory challenges for the State and private companies. In that sense, we value the work done and believe that we are moving in the right direction. However, I want to convey that we are going to be demanding. The goal here is that all customers in the Metropolitan Region have the same service no matter where they live. We have to raise the standard for all the city neighbors", he said.*

When weather events affect our electricity supply continuity, the company allocates all its technical and customer service resources - totaling approximately 1,000 people - to the service of contingency management.

The company has crews available to return service for city neighbors and those living in difficult-to-reach places during adverse weather conditions. We also have specialized units to provide exclusive attention to the homes of electro-dependent patients.

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2022 Winter Plan Measures

Enel Distribución has a permanent action plan to reduce possible impacts on the network and customers. Initiatives include the increase of remote control equipment to favor the automation of the electric grid, allowing it to be operated remotely. This year, there are 234 additional devices, reaching 2,659 by the end of March.

The company also plans to clear foliage near power grids to avoid incidents caused by falling trees or large branch hooks on the power lines. In coordination with the different municipalities, in 2022, Enel Distribución will clear around 2,562 kilometers in medium and low voltage networks. Through Enel Transmisión, 354 kilometers will be removed in the high voltage network, estimating roughly 91,773 MV/LV pruning points and 4,526 HV pruning points.

It also has a periodic area and pedestrian inspection plan that aims to detect sensitive points in the electrical system in advance, preventing potential service interruptions. We have inspected 1,929 kilometers of the high, medium, and low voltage grid with state-of-the-art technology through high-resolution cameras, thermographic equipment, and three-dimensional capture systems mounted on helicopters, drones, or mobile mapping.

Advances in customer service and information

We have reinforced our support tools, such as the customer service channel via WhatsApp at +56994447606. It has quickly become customers' favorite digital channel, as it offers emergency and commercial self-service options, such as a copy of the bill and balance. We also provide online customer service where clients may communicate directly with one of our executives.

We provide online information regarding power interruptions and estimates for service to resume. We offer a georeferenced online map, available 24 hours a day, showing areas affected by power outages.

The map is updated every 15 minutes on the [enel.cl](http://www.enel.cl) website. Customers may access it directly through the link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>.

The self-service telephone channel -IVR- has also been reinforced with natural language recognition technology, i.e., the customer selects the required option by voice. Identifying the caller's National ID N° (RUT) has been enabled for those who have previously registered it, thus facilitating their navigation without remembering their customer number.

Electro-dependent

Enel Distribución has more than 500 home generators and lithium batteries for electro-dependent patients living in high-rise apartments, which provide clean, silent, and safe service.

These are priority cases for Enel. Therefore we assign and install these generators in patients' homes in the event of a power outage.

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Registered electro-dependent patients have access to our priority customer service platform, which coordinates directly with our technical staff in the field.

Enel Distribución has a unique registration protocol, which customers may access through our website and commercial offices. Patients must present a medical certificate indicating their condition, signed by the treating physician and the health facility director.

More information at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>

Enel Distribución repeats its call to family members or guardians of electro-dependent people to register for personalized and prompt attention during emergencies.

Service channels

Attention via WhatsApp (+56994447606), where you can report emergencies and request information. Also, the website enel.cl/clientes, the free application for cell phones "[Enel Clientes Chile](#)," and the Contact Center 600696960000 / 800800696.

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 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.