

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCION ACTIVATES A PREVENTIVE PLAN DUE TO WEATHER FORECASTS FOR THE METROPOLITAN REGION

- Due to recent weather forecasts, the company adjusted its technical resources and customer information channels.
- Reinforced service channels during this weather emergency include *WhatsApp* (+56994447606), where customers may report a problem or request information. Customers may also call the self-service telephone service. Those who have previously registered their National ID N° (RUT) may use it as identification instead of their supply number.

Santiago, May 31, 2022 - Due to weather forecasts indicating mild rain and snow in the valley and foothills of the Metropolitan Region, Enel Distribución activated its preventive plan to address possible incidents that could affect the electricity distribution system.

We have adjusted specific technical resources to oppose any emergency, like having more field crews and reinforced our client information channels. Likewise, we boosted our customer service channels and digital media to facilitate customer communication. The latter includes *WhatsApp* (+56994447606), where customers may report emergencies and request information. Also available are our website enel.cl/clientes, our free mobile App "[Enel Clientes Chile](#)," and Customer Service 6006960000/800800696.

Customers may also call the self-service telephone service. Those who have previously registered their National ID N° (RUT) may use it as identification instead of their supply number. To use this new resource, customers must update their data with the company.

Enel Distribución also has a geo-referenced technological platform where you can find out the state of the electricity supply detailed by sector and summarized by city zoning. It is updated every 15 minutes on the enel.cl website and clients may access it directly through the link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

In an electrical supply interruption, our company reaches out to its customers and asks for caution and not to intervene or attempt to restore the service by themselves.

Electro-dependent

Enel Distribución cares deeply for its customers. We call yet again to family members or guardians of electro-dependent people to register for personalized attention during emergencies.

Registered electro-dependent patients may access our preferential attention line from the priority customer service platform. There, staff coordinates directly with our technical teams working in the field.



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The company has a unique registration protocol that customers may access through its website and sales offices. The registration application identifies the patient's name and residence. Also, clients must submit the patient's medical certificate, which specifies the equipment to which they must remain connected—more information at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>.

Enel Distribución provides service in 33 districts of 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.