

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

ENEL DISTRIBUCIÓN ACTIVATED PREVENTIVE PLAN DUE TO WEATHER FORECAST IN THE METROPOLITAN REGION

- *Based on the latest weather forecasts, the company adapted its technical resources and channels of information and customer interaction.*

Santiago, August 5, 2022 - Enel Distribución activated its preventive plan to deal with possible incidents that could affect the electricity distribution system, due to the latest weather forecasts that indicate precipitation and probable snow in the Metropolitan Region.

Based on the weather forecast, we adapted our technical resources with additional field crews and reinforced our customer service channels.

Customer service channels include **WhatsApp** (+56994447606), where users may report emergencies and request information. Also available are the website enel.cl/clientes, the free mobile App “[Enel Clientes Chile](#),” and our Contact Center 6006960000/800800696.

Through our self-service telephone assistance, customers who have previously registered their information may access it with their RUT instead of their supply number. Customers must update their data with the company before using this service.

Enel Distribución has a geo-referenced technological platform where the public can find the electricity supply's state detailed by city zones. It is updated every 15 minutes on the enel.cl website, and customers may access it directly through the link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

In the event of an electricity supply interruption, the company calls on its customers to exercise caution and not to intervene or attempt to restore the service themselves.

Electro-dependents

Enel Distribución, in its constant care for customers, reiterates its call to guardians of electro-dependent people to register for personalized and expeditious attention in emergencies.

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

The company has a unique registration protocol, which customers can access on its website and sales offices. Customers must submit their enrollment application identifying the patient's place of residence/care, medical certificate, and equipment to which they must remain connected.

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



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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, which **covers 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.