

PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

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

- *Based on the latest weather forecasts, the company adapted its technical resources and channels of information and customer interaction, as well as their WhatsApp account (+56994447606), where emergencies can be reported*

Santiago, September 23, 2022 – Due to weather forecasts indicating for this Saturday mild rain on the Metropolitan Region, Enel Distribución activated its preventive plan to address possible incidents that could affect the electricity distribution system.

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 \(+56994447606\)](https://www.whatsapp.com/business/profile/56994447606), where users may report emergencies and request information. Also available are the website [enel.cl/clientes](https://www.enel.cl/clientes), the free mobile App “[Enel Clientes Chile](#)”, and our Contact Center [6006960000/800800696](tel:6006960000).

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](https://www.enel.cl) website, and customers may access it directly through the link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

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.