



PRESS RELEASE

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

- *Based on the latest meteorological forecasts available, the company adjusted its on-site technical resources and reinforced its information and customer interaction channels, including its [WhatsApp \(+56994447606\)](https://www.whatsapp.com/business/profile/56994447606) account, for reporting eventual emergencies.*
- *We reiterate the call to families and/or caretakers of electro-dependent individuals to register this situation with the company, since registered individuals can access a preferential contact center that coordinates with technical staff to install on-site generators.*

Santiago, April 28, 2023 - Based on the Regional Preventive Early Warning Declaration and the latest weather forecasts provided by the Early Warning Center (CAT), which indicate rain and wind this weekend in the Metropolitan Region, Enel Distribución activated its prevention plan to address potential outages affecting the electrical distribution system.

The company adjusted its on-site technical resources to address emergencies, making up to 197 squads available, seven times more than on a regular day.

It also reinforced its information and customer interaction channels to facilitate communication and the reporting of potential contingencies. These include [WhatsApp \(+56994447606\)](https://www.whatsapp.com/business/profile/56994447606), where customers can report emergencies and request information. Also the website [enel.cl/clientes](https://www.enel.cl/clientes), the free mobile app "[Enel Clientes Chile](#)" and the Contact Center [6006960000/800800696](tel:6006960000/800800696).

It is important to note that 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](https://www.enel.cl), and can be accessed directly at the following link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

Electro-dependents

In its ongoing concern for its customers, Enel Distribucion reiterates the call to family members and/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 install electrogenic equipment on-site.



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Enel Distribución has over 500 residential generators and lithium batteries for priority cases, which are assigned and installed in the homes of electro-dependent patients in the event of electricity outages.

The company has a special registration protocol that can be performed on the company's website and at its commercial offices. The registration application must be submitted online, identifying the patient, residential address, as well as the medical certificate specifying the equipment to which he or she must remain connected. 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.