



PRESS RELEASE

Press Contact:

T +56 9 4099 6580
comunicacion.enelchile@enel.com

ENEL DISTRIBUCIÓN REINFORCES ITS OPERATIONS AND CUSTOMER SERVICE CHANNELS WITH WINTER AROUND THE CORNER

- *The company presented its “2024 Winter Plan,” which includes an increase in remote-controlled equipment to facilitate remote management of the electrical system in the event of possible service interruptions.*
- *It has also reinforced its customer service and information channels, including WhatsApp and the Enel Clientes Chile App, which offer self-service options “at your fingertips” in case of emergency.*

Santiago, April 30, 2024 – This autumn has already brought the first rainfalls of the year to the Chilean capital. To coordinate its response to possible weather events that could affect the operation of the electrical system in the coming months, Enel Distribución presented its “2024 Winter Plan” this morning, which includes measures from both a technical and customer service perspective.

Alongside Luis Felipe Ramos, Undersecretary of Energy; Marta Cabeza, Superintendent of Electricity and Fuels; Gonzalo Durán, mayor of Independencia, and other authorities, the company highlighted the actions it is already implementing. *“Like every year, we are preparing to act with the utmost diligence and timeliness during the winter season in Santiago, considering that the electrical system, and particularly the overhead power lines, are exposed to increasingly frequent and severe weather events. In addition to technical aspects, we are strengthening our communication channels with our customers to provide information in a quick and timely manner,”* explains Víctor Tavera, CEO of Enel Distribución.

“2024 Winter Plan” Measures

Enel Distribución has an ongoing action plan aimed at reducing any potential impact on its network and customers. These measures include:

1. **Reinforcement of remote-controlled equipment**, favoring the automation of the electricity network and allowing it to be operated remotely. This year, the company has over 2,800 remote-controlled machines. This technology allows power to be restored for between 30% and 90% of the affected customers within a few minutes of outages in the medium-voltage network.



PRESS RELEASE

Press Contact:

T +56 9 4099 6580
comunicacion.enelchile@enel.com

2. **Vegetation clearance** plan for areas near the power lines to prevent incidents caused by falling trees or branches. In coordination with the various local governments, this year, around 1,300 kilometers of medium-voltage lines will be cleared, with around 37,200 pruning points. The clearance plan includes the evaluation of tree conditions near the power lines, followed by a definition of the works to be performed.

3. **Aerial and ground inspection** program. During 2023, over 1,800 kilometers of medium-voltage lines were inspected, primarily using drones and helicopters, and an additional 900 kilometers have been overseen this year. These technologies allow for high-resolution aerial views of power lines and their respective conditions. Additionally, a laser scanner known as LIDAR (Laser Imaging Detection and Ranging) allows us to recreate the distribution network in 3D, helping us promptly and accurately identify points of concern regarding vegetation that, due to proximity or falling branches, could cause interruptions to the electrical supply.

4.- **Customer Service Channels and Information** We have reinforced our WhatsApp (+56994447606) platform, which offers self-service emergency and customer options; as well as the free mobile phone app “Enel Clientes Chile” and customer service executives via the Contact Center (6006960000 / 800800696).

Regarding the self-service telephone support channel, this platform features natural language processing technology with a voice-operated options menu. Registered customers can be identified by their national ID number (RUT), facilitating access even when they do not remember their customer ID.

Please note that the company provides online information on power outages through its various platforms, disclosing estimated restoration times. The company also has a georeferenced map that shows the status of the electricity supply, detailed by sector and summarized by municipality. This map is updated every 15 minutes and can be found at <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

5.- **Electrodependent Customers.** Enel Distribución has over 320 residential generators and lithium batteries to assist electrodependent customers. Around 100 of these generators are handed over to local governments to manage, assign, and install in patients' homes in the event of a power outage. Registered electrodependent patients have access to a preferential call center. Register online at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>

Enel Distribución exclusively serves the Metropolitan Region

Enel Distribución provides electricity to over 2.1 million customers across 33 communities 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.