



PRESS RELEASE

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ENEL DISTRIBUCIÓN REINFORCES ON-SITE TEAMS AND CUSTOMER ASSISTANCE DUE TO WEATHER FORECASTS IN THE METROPOLITAN REGION

- The company adjusted its technical resources and customer information channels. We reinforced service channels during this weather emergency, including *WhatsApp* (+56994447606), where customers may report a problem or request information.

Santiago, May 7, 2024 – As a result of the wind, rain, and snow forecast affecting the Metropolitan Region, Enel Distribución reinforced its technical on-site resources to attend to emergencies, as well as information and interaction channels with customers to facilitate communication and reporting of possible emergencies.

Service Channels include *WhatsApp* (+56994447606), where customers may report emergencies and request information. Available platforms include our website [enel.cl/clientes](https://www.enel.cl/clientes), our free mobile App "[Enel Clientes Chile](#)," and Customer Service 6006960000/800800696.

Enel Distribución has a georeferenced technological platform where the status of the electricity supply is detailed and summarized by sector. The information is updated every 15 minutes on the [enel.cl](https://www.enel.cl) website, and can be accessed directly at the link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

Electro-dependent

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

Enel Distribución has more than 320 home generators and lithium batteries to assist electro-dependent people. About 100 of them are delivered to municipalities to be managed, assigned, and installed in patients' homes in case of an eventual failure in the electric supply. Registered electro-dependent patients have access to preferential telephone assistance.

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 they must remain connected—more information at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>.

Enel Distribución supplies energy to around 2 million customers. Its concession 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.