



PRESS RELEASE

ENEL DISTRIBUCIÓN REINFORCES OPERATIONS AND CUSTOMER SERVICE CHANNELS IN VIEW OF THE WEATHER FORECAST IN THE METROPOLITAN REGION

Santiago, July 30, 2025 - Enel Distribución has increased its technical resources in the field sevenfold compared to a typical day, in preparation for the rain forecasted for the coming days in the Metropolitan Region. Additionally, the company has quadrupled the capacity of its customer service channels to ensure a prompt response.

Over a thousand personnel will be solely dedicated to responding to emergencies caused by severe weather, aiming to ensure the continuity of the electricity supply and efficiently resolving any incidents.

In case of eventual service interruptions, customers are advised to preferably use the digital channels of attention, such as:

- WhatsApp: +569 9444 7606, to report emergencies and request information.
- Free mobile application: Enel Clientes Chile.
- Website: <https://www.enel.cl/clientes>
- Call center: 600 696 0000 / 800 800 696.

Preferential Attention for Electrodependent Customers

Patients who are electro-dependent and registered with the company receive priority telephone assistance, as long as they call from the numbers provided at the time of registration. Enel Distribución encourages family members and guardians of electro-dependent individuals to register as soon as possible to ensure personalized support during emergencies.

The registration protocol can be found on the company's website and at its commercial offices. To register, you need to submit an application that includes the patient's information and the location of home hospitalization, along with a medical certificate that specifies the required equipment. You can register at: <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>

Enel Distribución supplies energy to more than 2.1 million customers in 33 municipalities 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. The company reaffirms its commitment to the safety and well-being of its customers.