



## PRESS RELEASE

### **DUE TO THE WEATHER FORECAST IN THE RM, ENEL DISTRIBUCIÓN STRENGTHENS TEAMS IN THE FIELD AND CUSTOMER SERVICE CHANNELS**

- *The company has channels for information and customer interaction, such as its WhatsApp account (+569 9444-7606), where all emergencies can be reported.*

**Santiago, August 20, 2025**—Enel Distribución has expanded its field technical resources eightfold compared to a typical day, anticipating rain and wind forecasts for the upcoming days in the Metropolitan Region.

Furthermore, depending on how the weather front develops, it plans to increase the capacity of its service channels by up to ten times to ensure a prompt response.

More than a thousand employees will be dedicated to responding to emergencies caused by the expected severe weather, maintaining electricity supply continuity, and efficiently managing contingencies.

In the event of any service interruptions, customers are advised to use digital customer service channels, such as:

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

#### **Preferential service for electricity-dependent customers**

Electro-dependent patients registered with the company receive priority telephone assistance if they use the registered numbers. Enel Distribución encourages family members and guardians of electro-dependent individuals to register immediately to ensure personalized emergency support.

The registration process is available on the company's website and at its commercial offices. To register, you need to submit an application that identifies the patient and the location of home hospitalization, along with a medical certificate specifying the required equipment.

Registration at: <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>



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**Enel Distribución** provides energy to over 2.1 million customers across 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.