



PRESS RELEASE

ENEL DISTRIBUCIÓN REINFORCES OPERATIONS IN THE CASE OF A WEATHER EVENT IN THE METROPOLITAN REGION

Santiago, June 10, 2025 - Enel Distribución has significantly increased its on-site technical resources, scaling them up to seven times more than usual in anticipation of adverse weather conditions forecasted for the Metropolitan Region in the coming days.

Over 1,000 personnel will be dedicated exclusively to responding to emergencies caused by these weather conditions. The goal is to ensure the continuous supply of electricity and a timely response to any issues that may arise.

In the event of possible service interruptions, customers are encouraged to utilize digital channels for customer service, which include: WhatsApp: +569 9444 7606, for reporting emergencies and requesting information; Free App: Enel Clientes Chile; Website: <https://www.enel.cl/clientes>; Call center: 600 696 0000 / 800 800 696.

Preferential attention for electro-dependent customers

Patients who are dependent on electrical equipment and register with the company receive priority telephone assistance, provided they use the phone numbers they registered during the enrollment process.

Enel Distribución urges family members and guardians of electro-dependent individuals to register to ensure personalized and prompt assistance during emergencies.

The registration process is available on the company's website and at its commercial offices. To register, an application must be submitted that identifies the patient and the location where they receive home care, along with a medical certificate that specifies the necessary equipment. You can complete the registration at:

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

Enel Distribución supplies energy to more than 2.1 million customers. Its concession area includes 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.