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## **ENEL DISTRIBUCIÓN STRENGTHENS ITS OPERATIONS DUE TO WEATHER EVENT IN THE METROPOLITAN REGION**

**Santiago, May 5, 2026** – Enel Distribución increased its on-the-ground technical resources sevenfold compared with a typical day and strengthened its customer service channels fivefold, in anticipation of the weather forecast announced for this Wednesday in the Metropolitan Region. The goal of this measure is to ensure a timely response in case of an emergency.

In case of potential service interruptions, customers are advised to prioritize digital assistance channels. These include WhatsApp at +56 9 9444 7606 for reporting emergencies and requesting information; the free mobile app Enel Clientes Chile; the website <https://www.enel.cl/clientes>; and the call center at 600 696 0000 / 800 800 696.

### **Priority attention for electrodependent clients**

Electrodependent clients registered in the company's registry receive priority telephone assistance using the numbers provided during registration.

Enel Distribution urges the family members and guardians of electrodependent individuals to register to ensure personalized and prompt attention during contingency situations.

The registration protocol is available on the company's website and at its commercial offices. To register, you must submit a request identifying the patient and the location where they receive home hospitalization, along with a medical certificate specifying the equipment they need to remain connected.

Enel Distribución supplies energy to more than 2.2 million customers. Its concession area comprises 33 communes 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.