



PRESS RELEASE

ENEL DISTRIBUCIÓN STRENGTHENS ITS OPERATIONS AHEAD OF THE FORECASTED FRONTAL SYSTEM FOR THE METROPOLITAN REGION

Santiago, 14 July 2026 – In light of the frontal system forecast for the coming days in the Metropolitan Region, associated with precipitation and strong winds, Enel Distribution has proactively activated its emergency plan and reinforced its technical, operational, and customer service resources to respond promptly to any contingencies that may affect the electrical network and the continuity of supply.

The company will increase the availability of on-the-ground technical resources by up to 9 times compared to a normal operating day. It will strengthen its customer service capacity by up to 20 times. In the event of potential supply interruptions, Enel Distribution recommends prioritizing its digital channels to report incidents and check service status: the Enel Customers Chile app, the WhatsApp support line at +56 9 9444 7606, and the Call Centre at 600 696 0000 and 800 800 696.

The company recommends staying away from cut cables, damaged poles, or any electrical installation that may be energized, avoiding any intervention or approach to the site, and immediately reporting the situation through official channels.

SOME MEASURES OF THE WINTER PLAN 2026

The preventive deployment arranged for this weather event is part of the actions carried out by Enel Distribución under its Winter Plan 2026, which was duly communicated to the sector authority.

Among the main initiatives are the addition of 460 new remote control units, bringing the total to over 3,600 currently operational; the installation of smart sensors and 16 new feeders; the inspection of more than 1,400 kilometers of networks using drones and other technologies; and the execution of 82,000 preventive pruning works in coordination with the municipalities during 2026.

In their specialized training center, the crews regularly participate in simulations and practical exercises that recreate various operational and emergency scenarios, strengthening their preparedness and their ability to respond safely, in a coordinated manner, and promptly to weather-related contingencies.

PRIORITY ATTENTION FOR ELECTRODEPENDENT CUSTOMERS

Enel Distribución continuously monitors supply continuity for its registered electro-dependent customers and maintains the reinforced priority attention protocols established for this type of contingency.

The company has exclusive contact channels for these clients and has backup equipment, such as batteries and generators, to support the management of prioritized cases during potential supply interruptions.

Enel Distribución reiterates its call to family members, caregivers, and guardians of electro-dependent individuals who are not yet registered to complete their registration promptly to access the available benefits and priority attention mechanisms.



During emergencies, the company maintains priority telephone assistance, monitoring, and follow-up for registered cases, in coordination with technical teams and the relevant authorities.

About Enel Distribution

Enel Distribución supplies energy to more than 2.2 million customers. Its concession area covers 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.