



PRESS RELEASE

ENEL DISTRIBUCIÓN PROVIDES AN UPDATE ON THE STATUS OF ELECTRICITY SERVICE IN ITS CONCESSION AREA

Santiago, July 18, 2026 – As a result of the weather front that has affected the Metropolitan Region, Enel Distribución reports that, as of 6:45 p.m., 5,060 customers are without power. The outages are concentrated primarily in the municipalities of Ñuñoa, Quilicura, and Maipú, where technical crews are working to restore power.

Thanks to the operation of remote control systems, a large portion of the outages have been resolved remotely. At the same time, crews remain deployed at various locations, working to restore service in cases that require infrastructure repairs. As of this hour, more than 99% of the company's 2.2 million customers have electricity service.

Enel Distribución continuously monitors the continuity of service for its registered electricity-dependent customers and has reinforced its priority response protocols.

In the event of a power outage, the company recommends that customers report the issue through its digital customer service channels, such as WhatsApp: +56 9 9444 7606; the Enel Clientes Chile app; and the call center: 600 696 0000 / 800 800 696.

The company provides a georeferenced map with information updated every 15 minutes on the status of service by sector and municipality: <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

Enel Distribución urges customers not to attempt to restore service on their own to avoid risks.