



## PRESS RELEASE

### ENEL DISTRIBUCIÓN REPORTS ON POWER SUPPLY STATUS

**Santiago, July 20, 2026.** – As of 6:00 p.m., 1,761 customers remain without power in Enel Distribución service area in the Metropolitan Region. Most of the outages are concentrated in the municipalities of La Florida, Lo Prado, and Til Til, where technical teams on the ground are continuing restoration efforts.

Throughout the day, Enel Distribución has focused on addressing residential outages caused primarily by the weather event that has affected the Metropolitan Region.

Crews and technical teams remain deployed in various areas of the capital to restore power as quickly as possible.

Given the rainfall forecast for the coming days in the Metropolitan Region, the company is maintaining its contingency plan by bolstering its technical resources and customer service channels to respond promptly to any service interruptions.

Additionally, the company continues to constantly monitor registered electricity-dependent customers, ensuring their needs are met through special priority protocols.

#### **Customer Service Channels**

Enel Distribución recommends that its customers report issues through its contact channels: WhatsApp (+56 9 9444 7606), the Enel Clientes Chile app, and the Call Center at 600 696 0000 / 800 800 696.

For any other inquiries, you can use the contact form available on the company's website. Each inquiry is reviewed and responded to in a timely manner.

A georeferenced map is also available, 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>