



STATEMENT

Santiago, September 14, 2026 - The meters identified hold the corresponding certifications and comply with the requirements established by the applicable electrical regulations.

Enel Distribución detected that the metering architecture of certain conventional meters installed at some customers within our concession area, combined with specific conditions in some of these customers' internal electrical installations, could generate energy consumption readings even in the absence of a connected load. The analyses carried out determined that this situation is limited in scope and does not correspond to the normal behavior of the equipment when operating under standard conditions. The company is therefore implementing a technical solution to address this.

Since this situation was identified, the company has implemented an action plan that includes the review of detected cases, the assessment and adoption of the necessary technical measures, the analysis of the associated billing, and the execution of the corresponding commercial adjustments. This process is currently underway and has been duly reported to the competent authority.