



STATEMENT

Santiago, September 21, 2026 – Enel Distribución understands the concern this situation may have caused among its customers and reaffirms its commitment to addressing each case with the utmost seriousness and transparency. In this context, the company is actively collaborating with the ongoing investigation and fully complying with the instructions issued by the Superintendency of Electricity and Fuels (SEC).

Enel is analyzing the billing situation of customers who have experienced issues related to their meter readings, as well as any discrepancies that may arise from the technical analysis, with the aim of carrying out the appropriate adjustments.

As of September 21, 832 Nansen meters installed in social housing units have been replaced. During this week, an additional 4,015 units are scheduled for replacement in the municipalities of La Granja, Cerrillos, San Joaquín, and Pudahuel. This work is being carried out by 40 crews dedicated exclusively to the on-site replacement process.