



PRESS RELEASE

ENEL DISTRIBUCIÓN BOLSTERS ITS OPERATIONS AHEAD OF THE FRONTAL SYSTEM FORECAST FOR THE METROPOLITAN REGION

Santiago, October 19, 2026 – With a frontal system forecast to bring rain and strong winds to the Metropolitan Region in the coming days, Enel Distribución activated an emergency plan and strengthened its technical, operational, and customer service resources to respond quickly to any incidents that could affect the power grid or continuity of service.

The company will boost the availability of technical resources in the field to nine times the normal operating level and increase customer service capacity fivefold. If the power goes out, Enel Distribución recommends using its digital channels to report incidents and check service status: the Enel Clientes Chile app, its customer service WhatsApp number (+56 9 9444 7606), or its call centers at 600 696 0000 and 800 800 696.

If service is interrupted, customers should notify the company so it can handle each case individually. Enel Distribución urges customers to exercise caution and not tamper with the distribution network or try to restore service themselves during an emergency. The company recommends reporting any issues through its official channels.

PRIORITY ASSISTANCE FOR ELECTRICITY-DEPENDENT CUSTOMERS

Enel Distribución continuously monitors service continuity for registered customers who rely on electricity for medical needs and maintains enhanced priority-response protocols for these emergencies.

The company offers dedicated contact channels for these customers and keeps backup equipment, including batteries and generators, to handle priority cases during potential service interruptions.

Enel Distribución urges family members, caregivers, and guardians of people who rely on electricity for medical needs and have not yet registered to complete the process as soon as possible, so they can access available benefits and priority assistance.