



## PRESS RELEASE

### **ENEL DISTRIBUCION PROMOTES DIGITIZATION OF ITS NETWORKS TO STRENGTHEN ITS RESILIENCE FOR WINTER**

**Santiago, April 20, 2026** – Enel Distribución activated its Winter Plan 2026, a set of preventive measures to ensure the continuity of the electricity supply amid weather events during the coldest and rainiest months of the year.

#### **Progress in digitization and automation**

- Installation of 350 new telecontrol devices, bringing the total to more than 3,600 already in operation. These devices enable remote network management, fault isolation, and identification of affected areas, restoring power supply without dispatching crews to the field.
- Incorporation of smart sensors in distribution transformers to monitor their status in real time.
- Activation of 12 new feeders: medium-voltage lines, both aerial and underground, which carry electricity from the main substations to the transformers that distribute energy to homes and businesses.
- Inspections with drones and LiDAR technology laser systems that allow for the creation of three-dimensional reconstructions of infrastructure were conducted over more than 1,300 kilometers of the network. Thanks to this tool, it is possible to identify potential faults and critical points with great precision, such as nearby vegetation or components in poor condition.

#### **Field operational support**

- More than 350 crew members are working on the ground, along with the strengthening of scheduled activities and the training of contractor personnel to integrate quickly into emergency plans.
- Scheduling of more than 60,000 pruning jobs during the winter months, conducted in coordination with the municipalities.
- In March 2026, Enel Chile and Senapred signed a public-private collaboration agreement to strengthen coordination in the preparation, response, and recovery efforts for emergencies that affect the power supply.

#### **Customer service and prioritization of electro-dependent patients**

Enel Distribución is enhancing its customer service and communication channels before winter, including the website, mobile app, online outage map, text messaging, social media, and automated support. For registered patients who depend on electrical medical equipment, the company provides priority, personalized phone assistance. They also continue to supply backup equipment, such as generators and batteries, and are implementing a maintenance plan to ensure this function properly. Family members and guardians are encouraged to register via the website or at customer service offices to access this list by submitting the application and required documentation.