



PRESS RELEASE

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WEATHER FORECAST FOR THE METROPOLITAN REGION LEADS ENEL DISTRIBUCIÓN TO IMPLEMENT PLAN TO REINFORCE ON-SITE TEAMS AND CUSTOMER SERVICE CHANNELS

- *To report any emergencies, customers are advised to prefer digital channels such as WhatsApp (+56994447606) and the free mobile app “[Enel Clientes Chile](#).”*
- *In the event of power outages, it is important for customers to contact the company to coordinate assistance on a case-by-case basis.*

Santiago, June 19, 2024 – Thanks to the weather forecast announced for the Metropolitan Region this Friday 6/21 and Saturday 6/22, Enel Distribución has deployed nearly 7 times more on-site technical teams than on a normal day, and nearly 5 times more customer service agents available to facilitate and report any potential contingencies.

In the event of a power outage, customers are advised to contact the company to coordinate assistance on a case-by-case basis, and to prefer digital customer service channels. These include WhatsApp (+56994447606), where customers can report emergencies and request information. There is also the free mobile app “[Enel Clientes Chile](#),” and the website [enel.cl/clientes](#). Customers can also contact the company's call center at 6006960000/800800696.

Enel Distribucion has a georeferenced technology platform that shows the status of the electric power supply, detailed by sector and summarized by municipality. It is updated every 15 minutes on the website [enel.cl](#), and can be accessed directly at the following link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

Electro-dependent customers. The company has over 320 residential generators and lithium batteries to assist electro-dependent customers. Around 100 of these generators are handed over to local governments to manage, assign, and install in patients' homes in the event of a power outage. Registered electro-dependent patients have access to a preferential call center.

The special registration protocol can be found on the company's website and at its commercial offices. To register, submit your application online, identifying the patient and home address, also including a medical certificate specifying the machine to which he or she must remain connected. Register online at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>

Enel Distribución supplies energy to over 2.1 million customers. Its concession area is and covers **33 municipalities exclusively in the Metropolitan Region**: Cerrillos, Cerro Navia, Conchalí, Estación Central, Independencia, La Cisterna, La Florida, La Granja, La Reina, Las Condes, Lo Espejo, Lo Prado, Macul, Maipú, Ñuñoa, Pedro Aguirre Cerda, Peñalolén, Pudahuel, Quinta Normal, Recoleta, Renca, San Joaquín, San Miguel, San Ramón, Vitacura, Santiago, Providencia, Huechuraba, Quilicura, Lo Barnechea, Colina, Lampa and Til Til.