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## PRESS RELEASE

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### **DUE TO THE WEATHER FORECAST IN THE METROPOLITAN REGION, ENEL DISTRIBUTION IS STRENGTHENING FIELD TEAMS AND CUSTOMER SERVICE CHANNELS**

- *In case of emergencies, it is best to use digital service channels such as WhatsApp (+569 9444 7606) and the free "Enel Clientes Chile" mobile application.*
- *If there is a service interruption, customers should promptly notify the company so that attention can be managed on a case-by-case basis.*

**Santiago, August 1, 2024** - Enel Distribución has increased its technical resources in the field up to 8 times the normal levels due to the weather forecast for the next few days in the Metropolitan Region. The company has also boosted its customer service channels up to 4 times to make it easier for customers to communicate and report any possible contingencies.

Customers are advised to contact the company if they experience any service interruptions. This will allow us to address each case individually and provide assistance. We encourage using digital service channels, including WhatsApp at +569 9444 7606, to report emergencies and request information. Customers can also use the free "Enel Clientes Chile" mobile application or visit the website Enel.cl/clientes, or call the company at 600 6960 000 or 800 800 696.

Enel Distribución uses a georeferenced technological platform that provides real-time information about the status of electricity supply for specific sectors and summarizes it by commune. The data is updated every 15 minutes on the enel.cl website. Access to the platform is available through the following link: <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>

#### **Preferential service for electro-dependent customers**

The company has over 260 home generators and lithium batteries to help electro-dependent people. About 170 of these have been delivered to municipalities to be assigned and installed in the homes of these patients in case of a possible electricity supply failure. Electro-dependent patients registered with the company have access to preferential telephone assistance.

The unique registration protocol is available on the company's website and at its commercial offices. To register, an application must be submitted identifying the patient and the location they are hospitalized at home, including a medical certificate specifying the equipment to which they must remain connected. Registration can be completed through the website: <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>.



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Enel Distribución supplies energy to more than 2.1 million customers. Its concession area covers **33 municipalities located 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 y Til Til.