



PRESS RELEASE

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ENEL DISTRIBUCIÓN FILES VOLUNTARY COLLECTIVE PROCEEDING BEFORE SERNAC IN FAVOR OF CUSTOMERS

- *The company announced its willingness to determine a formula for voluntary compensation to customers who suffered prolonged power outages due to Tuesday's storms.*

Santiago, May 10, 2024 – Enel Distribución filed a request for a Voluntary Collective Proceeding (PVC, according to its initials in Spanish) before the National Consumer Protection Service (Sernac) in favor of customers who were affected by the rain, wind, and snow storms on May 7th, which caused power outages across different parts of Santiago.

This voluntary proceeding is aimed at providing compensation to the customers most greatly affected and is in addition to the compensation already established by law and applied automatically to customers' electricity bills when power outages exceed 9 hours in a calendar year.

"We regret the inconvenience and difficulties experienced by our customers due to the weather front that rolled into the Metropolitan Region on Tuesday. All of the company's resources have been deployed to address the contingency, with over 200 teams working in the field to restore the electricity supply. However, in some cases, it has taken longer than normal to restore power due to the massive and widespread nature of over 4,500 outages caused by falling trees and branches, as well as damage to power lines, poles, and other electrical infrastructure. This is why we want to provide voluntary and extraordinary compensation to those customers, and we have filed this request to Sernac to define how to do so," explains Victor Tavera, CEO of Enel Distribución.

The company is still working at maximum operating capacity in the field and reinforcing its customer service channels until power is restored to all of its customers.