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## PRESS RELEASE

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# ENEL DISTRIBUCIÓN HAS ISSUED AN UPDATE ON THE POWER SUPPLY FOLLOWING A WEATHER EVENT IN THE METROPOLITAN REGION

**Santiago, August 3, 2024**—Enel Distribución reports that the weather front that has been affecting the Metropolitan Region since Thursday night, with strong wind gusts reaching 124 km/hour and rain, caused more than 200 failures in the medium-voltage network inside its concession area.

At 06:45 am today, around 408,950 thousand customers are without supply, mainly in the districts of Pudahuel, Maipú, Quilicura, Lampa, Recoleta, Las Condes, Renca, among others, which are being served to restore the service as soon as possible.

The technical teams deployed in the field are maintaining and reinforcing their work up to 8 times more than they would on a typical day.

According to the Chilean Meteorological Office records, the wind reached gusts of up to 124 km/hour in some parts of the capital, adding to the accumulated water. This caused about 2,000 trees to fall, cut power lines, break poles, and damage electrical infrastructure. Extensive and complex repair works have been ongoing since early Thursday morning.

Priority attention has been given to customers registered as electro-dependent customers. They have access to a preferential telephone service for on-site generator installation. Between Thursday and today at 06:30 a.m., 185 units have been delivered.

Enel Distribución will continue working, maintaining its operational capacity in the field and reinforcing its customer service channels until it recovers the supply of all customers.

### Customer service channels

Customers are advised to contact the company in case of any possible service interruption to manage attention on a case-by-case basis and favor digital service channels. These include WhatsApp (+569 94447606), where emergencies can be reported and information can be requested.

In addition, the free cell phone application "Enel Clientes Chile" and the [enel.cl/clientes](http://enel.cl/clientes) website. Customers can also contact the company through our 6006960000/800800696 call center.

Enel Distribución operates a georeferenced technological platform that allows customers to check the status of the electricity supply. This information is provided in detail by sector and summarized by district. The platform is updated every 15 minutes on the [enel.cl](http://enel.cl) website and can be accessed directly through the following link: <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>.