



PRESS RELEASE

Press contact:

T +56 9 4099 6580
comunicacion.enelchile@enel.com

ENEL DISTRIBUCIÓN INFORMS SUPPLY STATUS AFTER RAIN AND WIND EVENTS IN THE METROPOLITAN REGION

Santiago, May 23, 2024 —The Metropolitan Region has been affected by weather, wind, and rain this week, causing several service interruptions. At **06:30** today, 4,831 customers were without supply, mainly located in the districts of Maipú and Peñalolén.

The strong wind and accumulated water on both fronts have caused over 4,500 failures between Monday and today. The main issues are the falling of trees and large branches, line cuts, and damage to electrical infrastructure. Normalizing each of the failures has involved complex and extensive work.

The company has been working intensively to restore supply interruptions. Throughout the day, more than 190 crews will remain in the field until all customers' supplies are restored.

Priority attention has been given to customers registered as electro-dependent. They have access to a preferential telephone service for generator installation. Between May 20 and today, 210 units have been delivered.

Customer service channels

The company reinforced its channels of information and interaction with customers, such as its WhatsApp account (+56994447606), where customers can report emergencies and request information. Also, the website enel.cl/clientes, the free cell phone application “Enel Clientes Chile,” and the Contact Center 6006960000/800800696.

Enel Distribución has a georeferenced technological platform on which you can find the state of the electricity supply detailed by sector and summarized by district. The platform is updated every 15 minutes on the website enel.cl and can be accessed directly through the link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>.