



PRESS
RELEASE

Press contact

comunicacion.enelchile@enel.com

ENEL DISTRIBUCIÓN INITIATES COLLECTIVE VOLUNTARY PROCEDURE WITH SERNAC

- *The objective is to create a formula for compensating customers who have experienced prolonged supply interruptions due to damage caused by an unprecedented strong windstorm to the electricity infrastructure.*

Santiago, August 6, 2024—The National Consumer Service (SERNAC) approved Enel Distribución's request on Sunday, August 4, to initiate a Voluntary Collective Procedure (PVC) for the benefit of customers affected by prolonged power outages following the unusual meteorological event of heavy rain and wind on August 2nd.

This initiative matches compensations established by law, which are automatically applied to the supply bill when the requirements outlined in current regulations are fulfilled.

"In light of the challenges our customers have faced and our full dedication to addressing the situation by restoring services as quickly as possible, we have decided to utilize the compensation tool outlined in the existing laws. This will enable us to work in collaboration with Sernac to determine the appropriate compensation for our customers.," said **Victor Tavera**, general manager of Enel Distribución.

Enel Distribución will continue to maximize its on-site operational capacity and reinforce its customer service channels to restore the supply of all its customers in the Metropolitan Region as soon as possible.