



PRESS RELEASE

Press contact:

comunicacion.enelchile@enel.com

THE WEATHER FORECAST INDICATES CHALLENGING CONDITIONS IN THE METROPOLITAN REGION, SO ENEL DISTRIBUCIÓN IS TAKING PROACTIVE MEASURES TO BOLSTER ITS FIELD TEAMS AND ENHANCE CUSTOMER SERVICE CHANNELS

Santiago, October 7, 2024—Due to the weather forecast announced for today and tomorrow in the Metropolitan Region, Enel Distribución has strengthened its technical resources in the field by eight times a standard day and its customer service channels by up to five times to facilitate communication and reporting of potential contingencies.

In the event of any service interruption, we advise customers to contact the company to address their concerns on a case-by-case basis and to prioritize digital service channels. These channels include WhatsApp at +56994447606 for reporting emergencies and requesting information. Customers can also use the free mobile app "Enel Clientes Chile" to visit the [enel.cl/clientes](https://www.enel.cl/clientes) website, or contact the call center at 6006960000/800800696.

Priority Service for Electro-Dependent Patients

Registered electro-dependent patients are given priority phone service.

Please visit the company's website or commercial offices to register for home hospitalization. You'll need to submit a request that includes the patient's identification, the location of home hospitalization, and a medical certificate specifying the required equipment for the patient. Registration can be done via our website: <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>

Enel Distribución supplies electricity to over 2.1 million customers. Its concession area exclusively covers 33 municipalities 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, and Til Til.