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## PRESS RELEASE

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Press contact

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# ENEL DISTRIBUCIÓN REINFORCES ON-SITE TEAMS AND SERVICE CHANNELS DUE TO WEATHER FORECAST IN THE METROPOLITAN REGION

**Santiago, August 20, 2024**—Due to the weather forecast for today and tomorrow in the Metropolitan Region, Enel Distribución has increased its technical resources in the field by more than eight times the average amount and its customer service channels by up to 4 times to make it easier for people to communicate and report any possible issues.

Customers are encouraged to contact the company in the event of any service interruption to receive personalized assistance and are recommended to use digital service channels. These include WhatsApp at +56994447606 to report emergencies and request information, the free App Enel Clientes Chile, and our website [enel.cl/clientes](http://enel.cl/clientes). Clients can also reach out to the company by calling the call center at 6006960000/800800696.

### Preferential care for electro-dependents

Enel Distribución has more than 400 home generators and lithium batteries to assist electro-dependent people. About 200 of them are delivered to municipalities to be managed, assigned, and installed in patients' homes in case of an eventual failure in the electric supply. Registered electro-dependent patients have access to preferential telephone assistance.

The company has a unique registration protocol that customers may access through its website and sales offices. The registration application identifies the patient's name and residence. Clients must also submit the patient's medical certificate, which specifies the equipment they must remain connected—more information at <https://www.enel.cl/es/clientes/emergencias/registro-de-electrodependientes.html>.

Enel Distribución supplies energy to around 2 million customers. Its concession covers **33 municipalities located exclusively 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.