



## PRESS RELEASE

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# ENEL DISTRIBUCIÓN REPORTS 90% PROGRESS IN RESTORING POWER SUPPLY AFTER RAIN AND SNOW FRONT IN THE METROPOLITAN REGION

**Santiago, May 8, 2024** - The wind, rain, and snow weather front that affected the Metropolitan Region throughout the day yesterday meant a peak of 182,376 customers affected. Out of the total number of customers affected by the power outage, as of 6:00 pm today, 19,183 customers are still without electricity supply. This means that 90% of the cases registered during the emergency, which initially impacted the western zone of the capital and later extended to the eastern part of the city of Santiago, have been resolved.

The Chilean Meteorological Office records show that the wind in the capital reached gusts of up to 50 km/hour, accompanied by rainfall of over 50 mm in the eastern part of Santiago and snowfall in the Andes foothills. As a result, trees and large branches fell, cutting lines and breaking poles, causing damage to electrical infrastructure. Fixing these damages has been a complex and extensive task.

Enel Distribución operates with a field capacity of up to 7 times more than an average day, considering a total of 178 crew members attend emergencies, in addition to special crews.

Given the current supply conditions, the company is also installing generator sets in some sectors. This temporary solution will allow supply to customers while resolving faults in those sectors.

Priority attention has been given to customers registered as electro-dependent. They have access to preferential telephone attention for the installation of the generators in the field. Between yesterday and today at 6:00 p.m., 128 units were delivered.

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

### Service Channels

The company reinforced its information and interaction channels, such as its WhatsApp account (+56994447606), where customers may report emergencies and request information. Available platforms include our website [enel.cl/clientes](https://www.enel.cl/clientes), our free mobile App "[Enel Clientes Chile](#)," and Customer Service 6006960000/800800696.

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



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Enel Distribución supplies energy to more than 2 million customers. Its concession area 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.