



PRESS RELEASE

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ENEL DISTRIBUCIÓN REPORTS ON POWER SUPPLY STATUS

Santiago, August 4, 2024—Enel Distribución has reported that as of 08:00 hours today, 304,283 customers were without power, mainly in the municipalities of Quilicura, Lampa, Pudahuel, Recoleta, and Maipú, among others. Efforts are underway to restore service to these customers as soon as possible.

The company has deployed all its on-site technical teams, with over 200 crews, to address as many cases as possible and restore service promptly.

Customers registered as electro-dependent have received priority attention. They have access to preferential telephone attention for the installation of generators in their homes. Between Thursday night and today at 8:00 a.m., 292 sets have been delivered, while registered customers have been actively receiving calls offering assistance.

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

Service channels

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. Clients can also reach out to the company by calling the call center at 6006960000/800800696.

Enel Distribución operates a georeferenced technological platform that provides detailed information about the state of the electricity supply by sector and summarizes it by locality, including the estimated normalization time. It can be accessed directly through the following link: <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>.