



PRESS RELEASE

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ENEL DISTRIBUCIÓN REPORTS ON STATUS OF ELECTRICITY SUPPLY AFTER STORMS IN THE METROPOLITAN REGION

Santiago, August 2, 2024 – Enel Distribución reports that due to the storms affecting the Metropolitan Region since Thursday night, with strong wind gusts of up to 124 km/h and uninterrupted rain, there have been over 200 outages in the medium voltage network within its concession area. As of 8:00 a.m. this morning, around 584,500 customers are still without power, and efforts are underway to restore service as quickly as possible.

A large portion of the customers affected have had their service restored progressively, thanks to remote controlled operations and the work of technical teams deployed in the field, which have been reinforced up to eight times more than on a normal day.

The wind, which reached gusts of up to 124 km/h across several areas of the capital, particularly in the eastern zone, combined with rainfall, caused trees and large branches to fall, cutting power lines, bringing down light posts, and damaging electrical infrastructure. This has resulted in extensive and complex work to repair each of the outages.

Priority has been given to customers registered as electrodependents. They have access to preferential telephone assistance for the installation of generators in the field. As of 8:00 a.m. today, 20 units have been delivered.

Enel Distribución will continue working at maximum operating capacity in the field and reinforcing its customer service channels until power is restored to all of its customers.

Customer Service Channels

In the event of a power outage, customers are advised to contact the company to coordinate assistance on a case-by-case basis, and to prefer digital customer service channels. These include WhatsApp (+56994447606), where customers can report emergencies and request information. There is also the free mobile app “[Enel Clientes Chile](#)”, and the website [enel.cl/clientes](#). Customers can also contact the company's call center at 6006960000/800800696.

Enel Distribucion has a georeferenced technology platform that shows the status of the electric power supply, detailed by sector and summarized by municipality. It is updated every 15 minutes on the website [enel.cl](#), and can be accessed directly at the following link <https://www.enel.cl/es/clientes/emergencias/mapa-en-linea-cortes.html>