



PRESS RELEASE

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ENEL DISTRIBUCIÓN REPORTS POWER SUPPLY STATUS

Santiago, August 5, 2024 – Enel Distribución reports that at 06:30 today, 193,044 customers were without power, mainly in the municipalities of Quilicura, Lampa, Recoleta, Maipú, and Pudahuel.

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, 380 sets have been delivered, while registered customers have been actively receiving calls offering assistance.

The company maintains its technical teams deployed in the field and reinforces its service channels to deal with emergencies.

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>.