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## PRESS RELEASE

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# ENEL, THE FIRST PUBLIC UTILITY COMPANY TO REACH AN AGREEMENT WITH THE NATIONAL CONSUMER SERVICE (SERNAC) ON EXTRAORDINARY COMPENSATION FOR CUSTOMERS AFFECTED BY THE UNUSUAL TEMPORARY BLACKOUT IN AUGUST

- *It is the first company to successfully conclude a voluntary collective process to benefit customers who faced power outages during the meteorological event of August 1 and 2, 2024.*
- *Some 800,000 of the company's customers will receive voluntary and extraordinary compensation.*

**Santiago, February 4, 2025.** Enel Distribución and the National Consumer Service (SERNAC) have reached an agreement under the Voluntary Collective Procedure (PVC), which the company initiated to assist customers affected by the power outages caused by an unprecedented and unpredictable storm on August 1 and 2. The storm brought wind gusts of up to 124 kilometers per hour.

Recognizing its customers' challenges during that time, Enel submitted an application on August 4th to utilize a provision in the Consumer Law. This move was motivated by a force majeure situation beyond the company's control. Enel aims to find a solution that would enable it to provide voluntary and extraordinary compensation to its customers.

*"We are very pleased to have reached this agreement, which will benefit approximately 800,000 customers affected by power outages caused by the unprecedented extreme wind and rain weather last August. Immediately after the emergency, we requested SERNAC to implement the PVC to establish a voluntary compensation mechanism for our customers. After the necessary negotiations, we are proud to be the first distribution company to reach an agreement."* said **Víctor Tavera**, CEO of Enel Distribución.

*"We reached an agreement in record time—just a few months—with automatic disbursement. This means that all beneficiaries will receive their compensation without needing additional procedures or the need to file a complaint with Sernac,"* stated **Andrés Herrera**, the national director of SERNAC, emphasizing that the compensation process for affected customers will be hassle-free.

The Voluntary Collective Procedure is a mechanism under Consumer Law that enables suppliers to negotiate agreements to compensate customers within a specified timeframe. This process allows suppliers to seek compensation without admitting any wrongdoing regarding potential violations, and it includes a requirement to ensure compliance and to conduct audits of the implementation.