



PRESS
RELEASE

ENEL DISTRIBUCIÓN PERÚ RESUMES FIELD READING OF LIGHT METERS

- *As a result, Enel will be able to regularize the average invoices billed during the quarantine. These were previously based on the client's consumption history in the last six months.*
- *This activity will resume under strict health and safety protocols to avoid possible contagion from users and operating personnel.*

Lima, May 25th, 2020.- Enel Distribución Perú resumed the field reading of light meters in its concession area. This will automatically regulate the electricity consumption billed during the quarantine, which was calculated by averaging client consumption in the last six months, in line with the measures dictated by the Ministry of Energy and Mines (MINEM).

As recalled, the company suspended this activity on March 16th to safeguard the safety of people. However, given the need to resume real consumption measurements, Enel Distribución Perú has established strict health and safety protocols to prevent possible contagion from its clients and operators during future readings.

For example, field personnel will comply with rigorous controls from the beginning to the end of their working day, such as mandatory social distancing, constant disinfection of equipment, hand washing, use of personal protective equipment (mask and helmet with facial protection), temperature checks twice a day, among others. It is also worth mentioning that the field reading staff will be duly identified with a visible photo check.

*"After receiving the approval of the authorities, we want to announce Enel will resume meter reading for our customers under strict occupational health and safety measures," said **Karen Manrique**, representative of Enel Distribución Perú. "This activity will be permanently monitored in this first stage, and, for now, we will not read any meters located inside homes to reduce the risk of contagion. Therefore, customers should not be deceived by criminals who intend to enter their homes under the excuse of taking this measurement," she said.*

The spokeswoman also explained that the field measurements would allow the company to reveal the actual consumption of clients, which will be reflected in their monthly receipt, starting this May. "For example, if a business was closed during quarantine and, therefore, the averaged invoice does not reflect their actual consumption, it will be recalculated with the field reading, automatically discounting the energy invoiced in previous receipts," she said.

More useful information for clients



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- The distribution of receipts will resume in the last week of May. However, customers can apply for the digital receipt delivery service to review them at any time and place from <https://www.enel.pe/es/Ingresar.html>. Also, if you want to look at the details of your last receipt, you can download a digital copy from the website <https://mktper.enel.com/consultaReciboWeb/verRecibos> or send us a WhatsApp message at 917 614 374, option 6.
- Clients with meters inside their homes or inaccessible in any other way may contact Enel via WhatsApp at 917 614 374 to provide their reading and meter photography and regularize their billing.
- Additionally, Enel Perú offers remote payment solutions, which customers can access without leaving home. Clients can communicate via our WhatsApp 917 614 374, option 9, from Monday to Sunday from 09:00 a.m. at 5:00 p.m. They can also call our Fonocliente 517-1717, option 4, then option 2.



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