



PRESS  
RELEASE

## ENEL CARRIES OUT PROGRESSIVE REOPENING OF SERVICE CENTERS UNDER STRICT HEALTH AND SAFETY MEASURES

- *In-house services have resumed in most of its premises. The capacity has been adapted to the current circumstances of the pandemic, such as social distancing, use of protective equipment, among other measures.*
- *Parallel service tents were also set up in San Miguel, SJL, and Callao; and the number of personnel was tripled, including more than 100 digital counselors to help clients in queues.*
- *Enel reminded its clients that they can make inquiries, payments, and installments from the security of their homes on the digital channels listed on [www.enel.pe](http://www.enel.pe)*

**Lima, July 31<sup>st</sup>, 2020.** Enel Distribución Perú implemented rigorous security protocols in its service centers to resume in-house services, with a goal of protecting the health of its customers and workers. The reopening of the establishments has moved forward progressively since mid-July and it is expected to conclude by the first week of August. This measure adds up to the various digital care channels that the company made available to its clients during the period of mandatory social isolation.

The company also reinforced everything related to commercial service, enabling parallel service tents in the premises of San Miguel, San Juan de Lurigancho, and Callao; as well as tripling the staff dedicated to customer service to guarantee sanitary measures. Among them, as a pioneering measure in the country, more than 100 digital counselors were added to help customers in the queues with the use of Enel's virtual tools, quick access to subdivisions, claims attention, access to digital receipts, among others. Signs were also placed at the venues to comply with social distancing.

Similarly, employees wear personal protective equipment, such as special suits, masks, glasses, and visors. In addition, they follow a security protocol that begins at home with the online health report. Before entering the premises, employees go through temperature control and disinfection of hands and footwear. Within the establishment, all workstations are constantly cleaned and disinfected, and the installed acrylic protectors in the attention modules maintain the safety of workers and clients.

The service centers open to date are those located in San Miguel, Pueblo Libre, Ventanilla, Cercado de Lima, San Juan de Lurigancho, Barranca, and Callao, which open from Monday to Friday from 8:00 a.m. at 5:00 p.m., and Saturdays from 8:00 a.m. at 1:00 p.m. The premises of Huacho, MegaPlaza, and Minka work under the same scheme, but open from 9:00 a.m. It is important to consider that **the establishments will work under a capacity adapted to the current circumstances of the pandemic.**



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Enel pointed out that the Comas and Puente Piedra service centers have been closed since the beginning of the quarantine and will remain this way because their dimensions do not comply with social distancing measures, which is essential to protect people's health. Alternatively, the company is already evaluating nearby premises in these districts to resume in-house services.

Finally, Enel reminded its clients that they can make inquiries, payments, and installments from the safety of their home through the website [www.enel.pe](http://www.enel.pe), the **WhatsApp 917 614 37**, or the Enel Perú accounts on **Facebook and Twitter**.



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