



PRESS
RELEASE

ENEL PRESENTS THE APP "PEDIUS" TO IMPROVE SERVICES FOR PEOPLE WITH HEARING DISABILITIES

- *The application supports text-to-speech conversion to facilitate communication between service advisors and clients.*
- *This initiative seeks to offer the same service conditions to all Enel users as part of the culture of inclusion promoted by the company.*

Lima, December 3rd, 2020.- Enel Perú presented Pedius, a mobile application that will allow clients with hearing disabilities to communicate more easily with service advisors through the Fonocliente consultation channel. This initiative seeks to offer the same service conditions to all Enel clients and promote a culture of inclusion.

Through Pedius, clients can write their queries and have them processed into audio, which Enel's advisors can listen to. Likewise, the advisors will be able to answer by speaking, and the audio will be processed into text so that the client can read it without problems on their cell phone. In this way, the company seeks to offer quality services that match the needs of any clients with hearing disabilities.

"Pedius is already being used in the Enel Group as part of the actions to improve our services and the experience of our clients, but Peru has been the first country in the region to implement it. We decided to adapt it to our public to foster and promote a culture of inclusion and equality towards people with hearing disabilities who receive Enel services in the country", said **Carlos Solis**, Head of Market of Enel Perú.

The company also took into account feedback from different associations, such as the Regional Deaf Association in Lima - Assoreli, Kipu Llaxta, and Conadis, to prepare communication materials and tutorials for the use of the app. In addition, all customer service employees in Fonocliente received training for the appropriate use of this valuable tool.

Through Pedius, clients will be able to review their debt, cut-off date and reconnection, report problems with the service (whether it is at home or in public lighting), and access additional information. The app will be available to download via the Apple Store or Google Play starting December 3rd.



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