



NOTA
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Endesa has launched a special plan providing attention and urgent measures for the population of La Palma

The company has reinforced customer service and offers a tariff with discounts of 50% for all the citizens of the island

Customers will be able to agree on a customised payment plan

Power cuts have been suspended

Special measures will be applied for customers directly affected by the natural disaster

Endesa has launched a special plan of urgent measures to help the population of La Palma in the face of the serious economic and social consequences caused by the volcanic eruption. The company has strong roots in La Palma and in the archipelago as a whole and will offer a customised payment plan on invoices, special offers for the population of the island and specific measures for citizens whose homes or small businesses have been directly affected by the eruption.

In order to help mitigate the impact that this natural disaster will have on homes in La Palma, all Endesa customers on the island will be able to request deferrals or to pay invoices in instalments.

The volcano has devastated homes in its path and, for affected customers, contracts will be terminated and invoices will be cancelled from the date on which the natural phenomenon occurred.

In order to help the entire population of La Palma, Endesa has also created a specific solution for the citizens of the island who request it with a 50% discount in both the energy and power terms.

Reinforcement of customer service and operations to guarantee supply



To implement all these measures and strengthen customer service by solving any doubts or problems people may have, Endesa will open a new in-person customer service point in El Paso (Calle Tanausú, 8) that, like the Service Point in Los Llanos (Calle Dr José González Sobaco, esq. Calle Ángel), will have an extended opening hours, from 8am to 6pm.

Customers also have at their disposal a Service Point in Santa Cruz de La Palma (Avenida El Puente, 35) and there will be reinforced telephone and in-person customer attention at the Tenerife Commercial Office (Calle Fomento, 9)



Meanwhile and through its e-Distribution networks subsidiary, Endesa has increased its operations in La Palma to guarantee continuity of the electricity supply. Faced with such an exceptional and unstable situation, the company has reinforced the provision of material and personnel with resources mobilised both from the mainland and from the rest of the Canary Islands, making sure there is a sufficient supply of network components, machinery and instruments to ensure immediate response in case supply is affected.



As a result of the declaration of a pre-alert situation, Endesa activated its action protocols with regard to eruptions and seismic risks, always in coordination with public administrations through its participation in PEVOLCA.

Once the eruption was confirmed, technicians in the Endesa Network Control Centre made themselves available to the Canary Islands Government Emergency and Security Coordination Centre (CECOES) to undertake manoeuvres in the network requested by the UME (Military Emergency Unit), Civil Protection, Firefighters and the security forces working in the area directly affected by the lava, as well as making preventive power cuts to avoid further damage to the network and to minimise possible incidents in the supply. With regard to field work, e-Distribución mobilised more than a dozen crews to act in situ and to gather electrical equipment on the island to repair damage to the network. So far, the company has made 15 generators and 50 overhead line supports available, together with more than 11,000 m of electric cables. There is also a portable transformation centre and high-pressure washing equipment to remove ash accumulated in the network's components.

About Endesa

Endesa is the largest electricity company in Spain and the second largest in Portugal. The company is also the second largest gas operator in the Spanish market. Endesa operates an end-to-end business from generation to marketing and through Endesa X also offers value-added services aimed at the decarbonisation of energy uses in homes, companies, industries and public administrations. Endesa is firmly committed to the United Nations SDGs and therefore strongly supports the development of renewable energies through Enel Green Power España, the electrification of the economy and Corporate Social Responsibility. The Endesa Foundation is also active in CSR. We have a workforce of 9,600 employees. Endesa is a division of Enel, the largest electricity group in Europe.