



Empresa de Servicios
Sanitarios de Los Lagos S.A.

Covadonga 52, Puerto Montt – Chile

N°13.334

Mr. Cristián Álvarez Castillo
Supervision Intendent of Stock Market
Commission for the Financial Market

REF: Office N°22691

From my consideration:

I refer to the Office of the reference on the contingency occurred in the city of Osorno.

In relation to the financial effects on the Company's results, I can inform the following:

Impacts acknowledged to date are the automatic compensation contemplated in Law N° 19,496 on the Protection of Consumer Rights, which are estimated at Ch\$ 2,500,000,000 and the effects on lower billing estimated at Ch\$ 250,000,000.

Additionally, the necessary expenses and investments in which it has been due to incur product of the emergency and possible new investments, which amount has not yet fully sized. On the other hand, as is publicly known, the company is involved in a Voluntary Procedure for the Protection of the Interest of Consumers with SERNAC, to determine possible reparations for additional damages to that indicated in the preceding paragraph. Finally, as is known, various entities with sanctioning powers have initiated investigative procedures that could conclude in the application of fines.

As a result of all of the above, the Company is carrying out the process of evaluation of the possible impact that the contingency of Osorno could have both on its results and financial obligations.

Finally, it should be noted that there are committed insurances that have been activated with the respective insurance companies, and which scope of coverage is in the process of analysis and evaluation.

We will keep the Commission for the Financial Market of any progress on the indicated analyzes, as long as the facts are developed and clarifying the situation with objective data.

Kind regards,

Gustavo Gómez Jiménez
CEO