



Results Report

SEPTEMBER 2021





1. Global Scenario and Financial Summary
2. Climate Change Challenge
3. Client Management



The background of the slide features a close-up, slightly blurred image of a financial document. A black calculator is visible in the lower-left corner, with its keypad showing numbers and mathematical symbols like a percentage sign and a plus sign. A silver pen lies diagonally across the upper-right portion of the document. The document itself has a grid pattern and contains some numerical data, including the numbers 34, 37, 40, 43, 46, 49, 52, 55, and 58, which appear to be part of a table or ledger. In the top right corner, there are faint, overlapping circular lines, possibly representing a logo or a design element.

1

Global Scenario and Financial Summary



General overview – 9M closing



✓ We continue managing and mitigating the effects of climate change

- Promoting our investment plan to reinforce supply security (\$ 101,276 million YTD)
- Making purchases of raw water to maintain the safety level of the El Yeso reservoir (170Hm3 as of September 2021)



✓ Meanwhile experiencing the direct and indirect impacts of the pandemic

- Preventive strategy in order to ensure our operations and the quality of the service
- Global impact of \$ 23,014 million due to direct and indirect effects compared to a normal year without a pandemic (lower consumption, higher delinquency)



✓ Increased operational and financial costs associated with the current global context

- Increase in cost of raw materials and labor
- Increase in inflation - revaluation of financial debt in CLF



MAIN FINANCIAL FIGURES

P&L (Million Ch\$)	9M 2021	9M 2020	% Var.
Operating Revenues	369.634	349.052	5,9%
EBITDA	191.631	182.821	4,8%
%EBITDA/Revenues	52%	52%	
EBIT	140.604	133.104	5,6%
%EBIT/Revenues	38%	38%	
Profit Discontinued operations	-	4.347	
Net Income	79.747	75.864	5,1%
CAPEX	101.276	78.444	29%
	Sep.2021	Dec. 2020	% Var.
Net Debt	928.006	898.638	3,3%

P&L (Million Ch\$)	3Q 2021	3Q 2020	% Var.
Operating Revenues	112.686	105.371	6,9%
EBITDA	52.268	45.854	14,0%
%EBITDA/Revenues	46%	44%	
Net Income	21.456	13.536	58,5%



Key figures

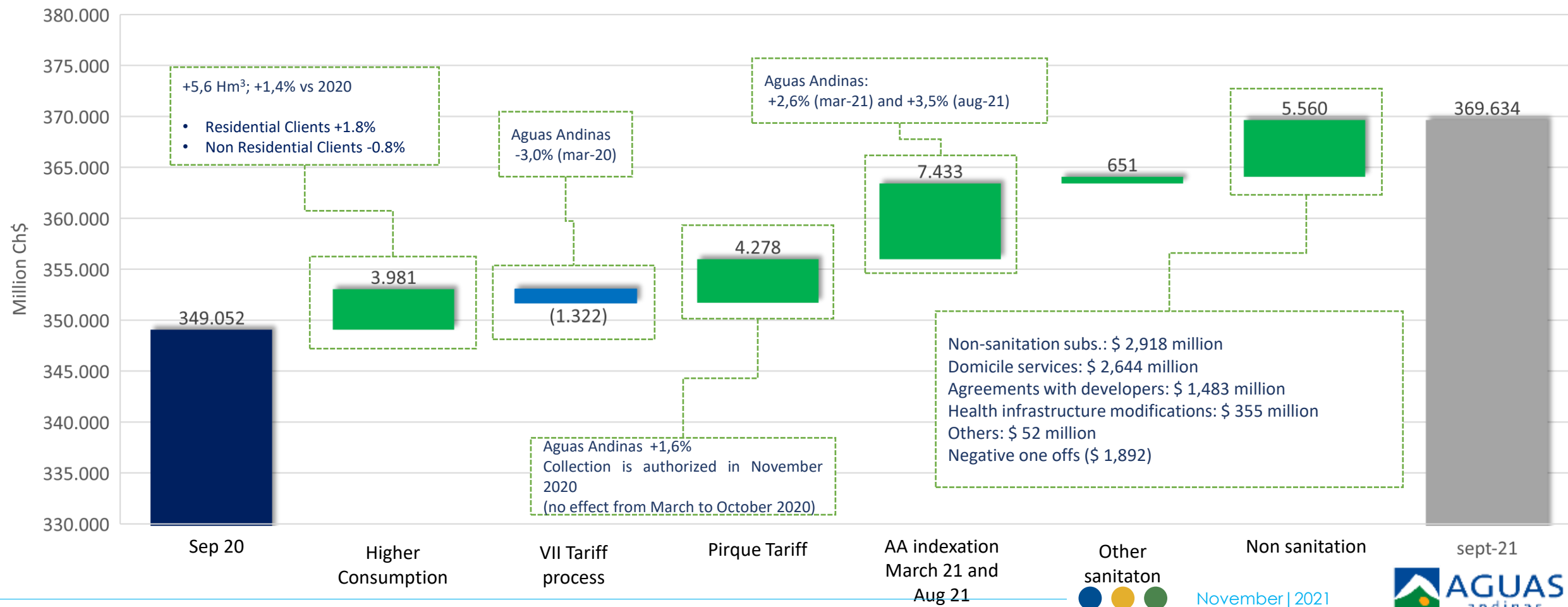
- **Revenues + 5.9%:** tariff increases, higher non-sanitation business activity and higher consumption compared to 2020.
- **EBITDA + 4.8%:** increase in operating costs related to network maintenance and purchase of raw water.
- **Net income + 5.1%:** increase in financial costs (revaluation of debt in CLF) offset by the expiration process of the Osorno concession in ESSAL.
- **Net debt + 3.3%:** under control. The company has continued maintaining its investment plan and its dividend distribution program. Additionally, it has been impacted by CLF revaluation.



REVENUE EVOLUTION

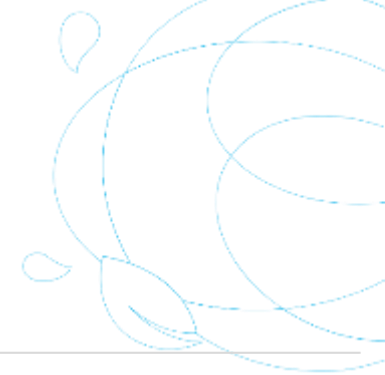
Revenues driven by higher average tariffs and volumes (+ 1.4%), together with higher non-sanitation revenues

Revenues 2020 vs 2021

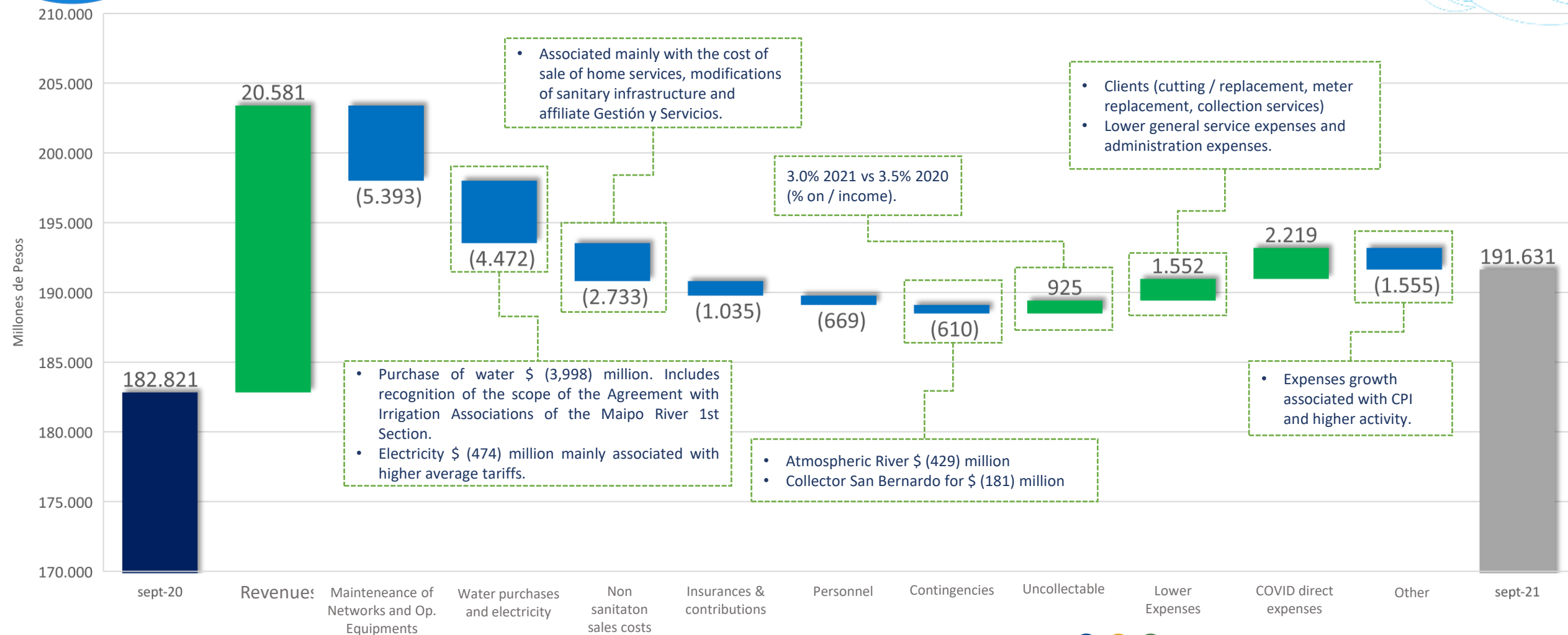




EBITDA driven by higher revenues that offset higher operating costs



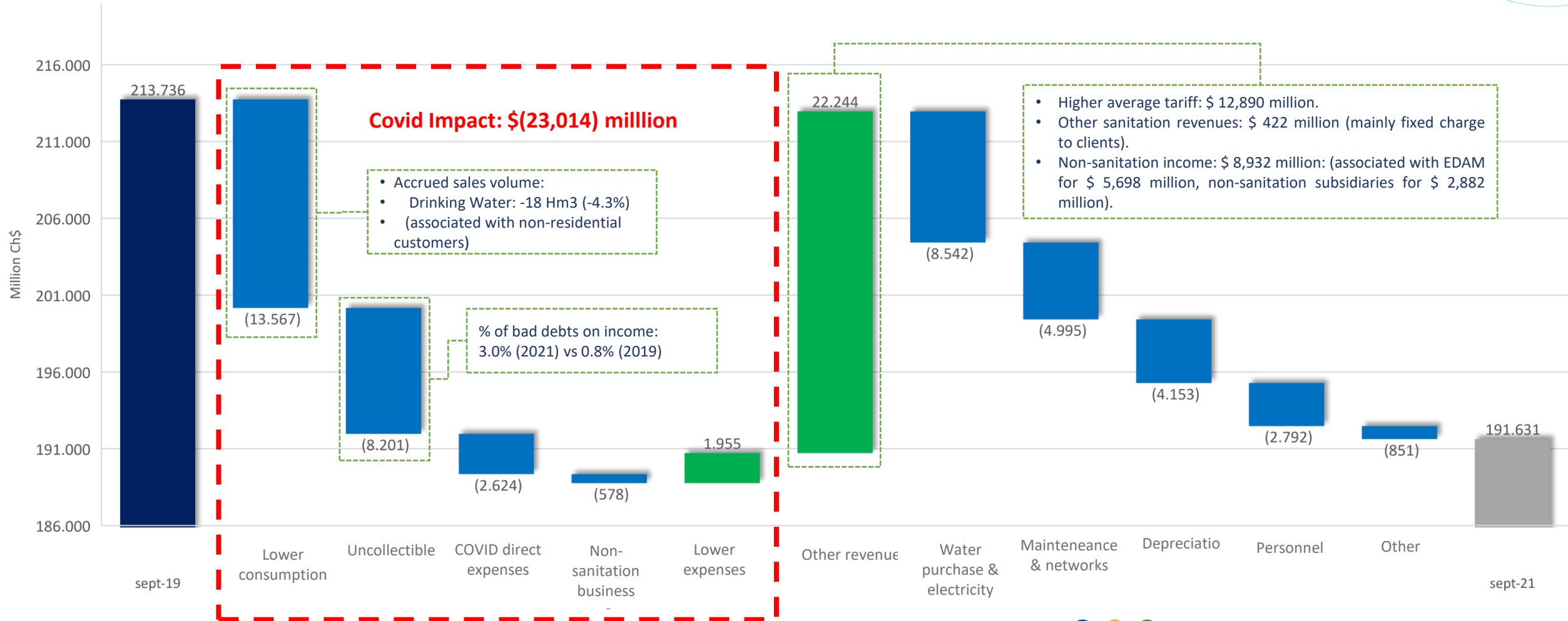
EBITDA 2020 vs 2021





Results at the end of September still impacted by the exceptional situation Covid (compared to a normal year without a pandemic)

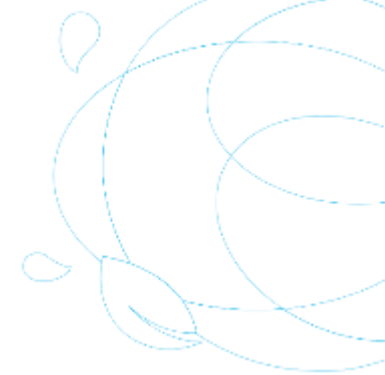
EBITDA 2019 vs 2021



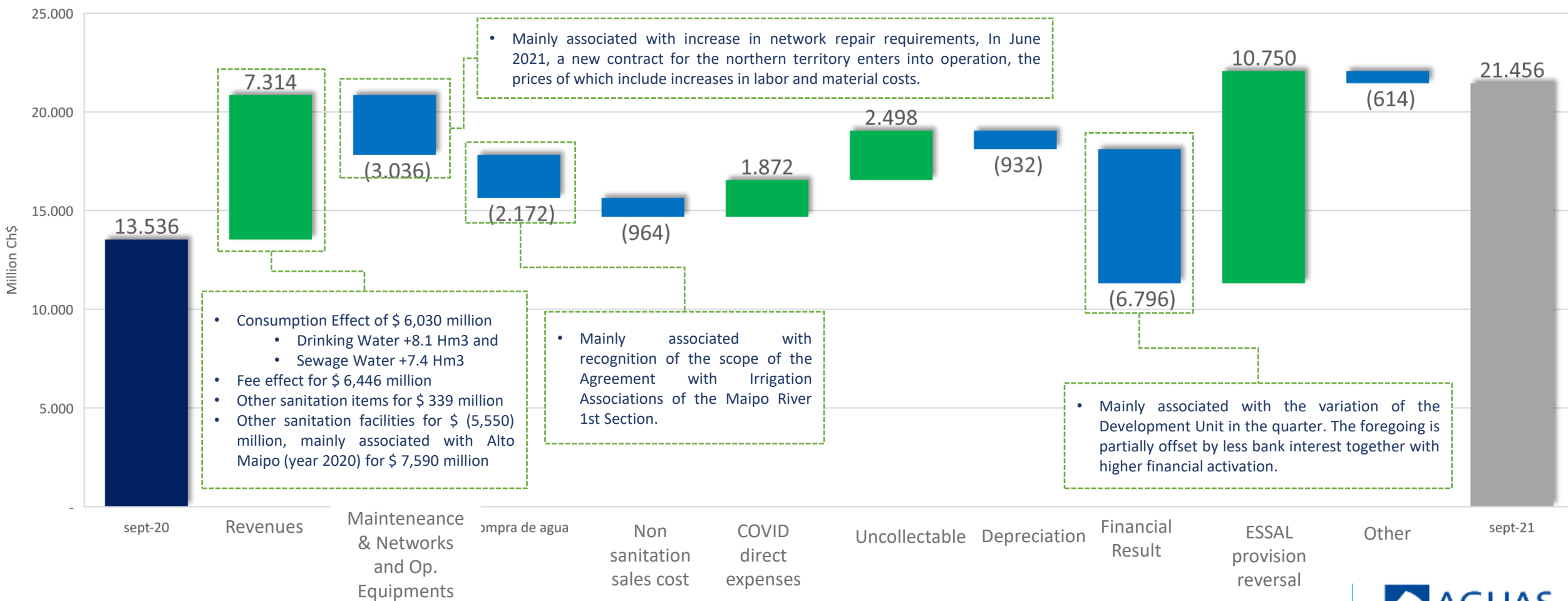
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Income Statement - Net Income Evolution



Net profit variation June 2020 vs September 2021



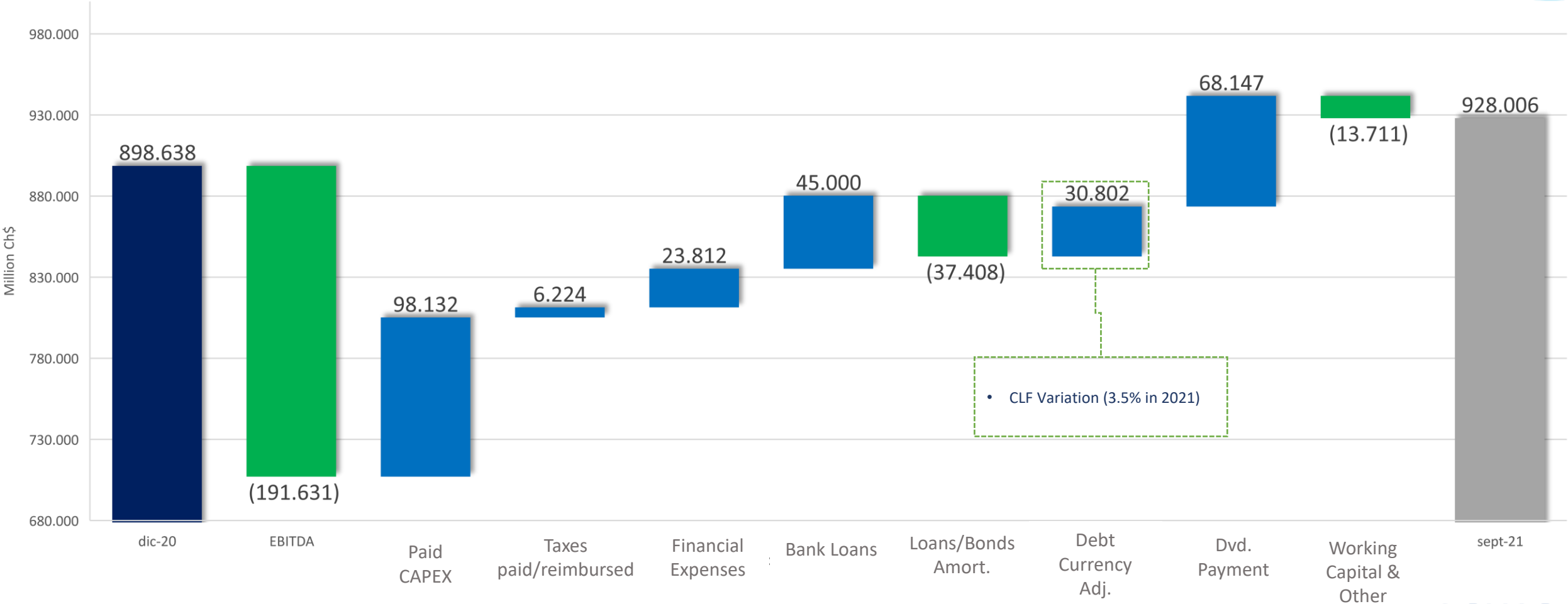
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Net financial debt impacted by payment of investments, variation of CLF (+ 3.5%) and payment of dividends in May 2021



Net Financial Debt Variation December 2020 - September 2021



• CLF Variation (3.5% in 2021)



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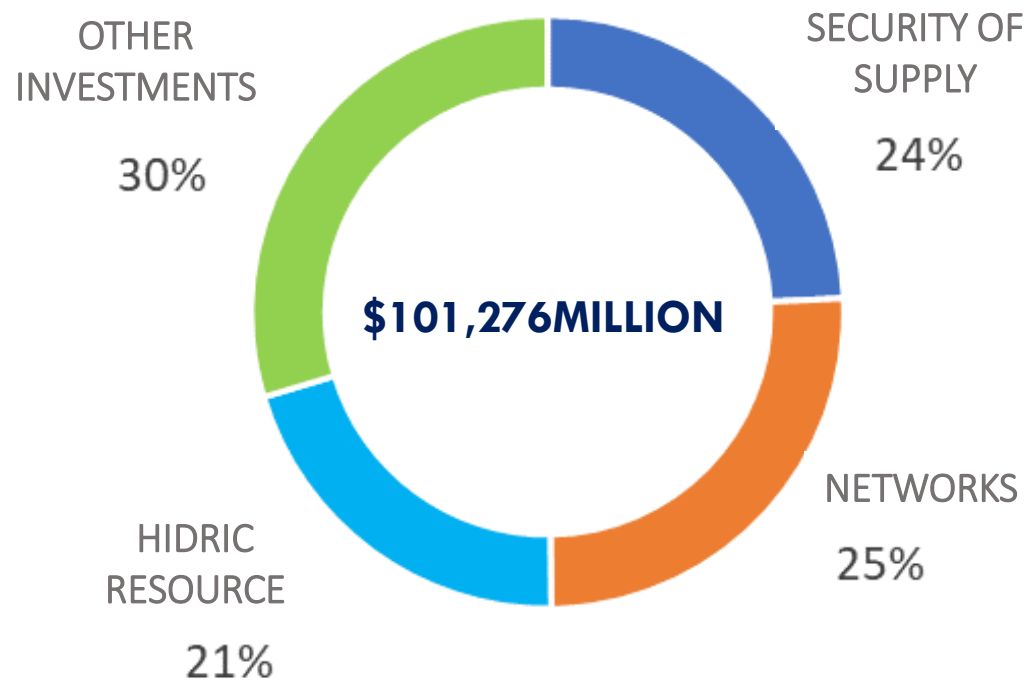


INVESTMENTS

A COMPANY THAT SHOWS SUSTAINED GROWTH

The Company has continued with its investment program during 2021 with 2 clear pillars:

- secure supply in episodes of climatic crises
- ensure water resources



SECURITY OF SUPPLY

- Nitrate Treatment Farfana-Trebal Sewage Treatment Plant
- La Farfana-Trebal Biofactories Asset Replacement
- Construction of Pirque Pond
- Expansion of the Padre Hurtado Drinking Water Treatment Plant
- Quilicura Arsenic Treatment Plant Expansion $Q = 50l / s <$

HIDRIC RESOURCE

- Drilling and reinforcement of the water supply system
- Hydraulic Efficiency Plan
- Purchase of Water Rights
- Reuse of Regenerated Water

NETWORKS

- Renewal of sewage networks
- Renewal of drinking water networks
- Starters and Gauges



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ECONOMIC VALUE AND SUSTAINABILITY

FOR OUR SHAREHOLDERS

Financial ratios that reflect the resilience of the Company, maintaining our AA+ rating despite the extremely complex year we have experienced.



EPS

2021

\$16,76

Leverage

2021

1,55

ROCE

2021

9,89%

**Current
Liquidity**

2021

1,14

**Net
Debt/EBITDA**

2021

3,80

ROA

2021

4,54%



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Climate Change Challenge

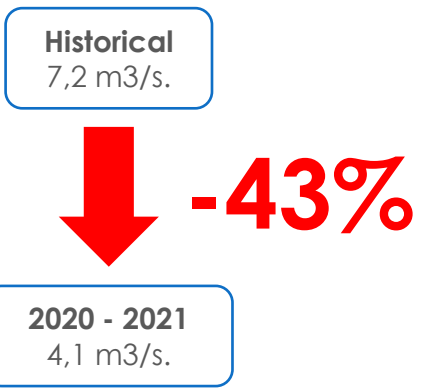
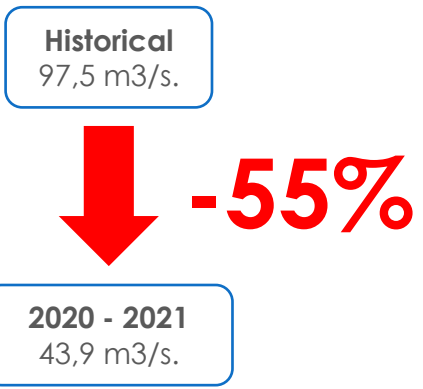
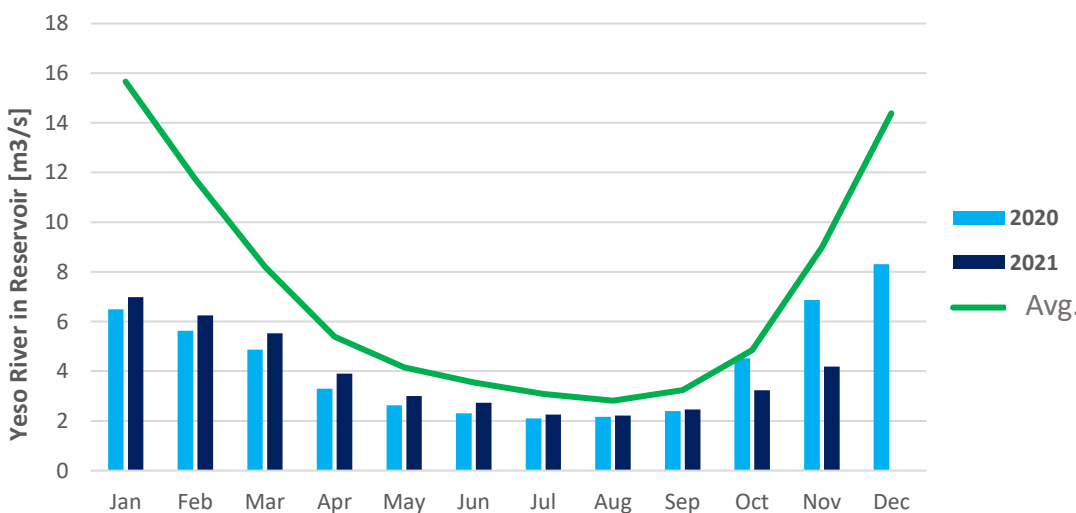
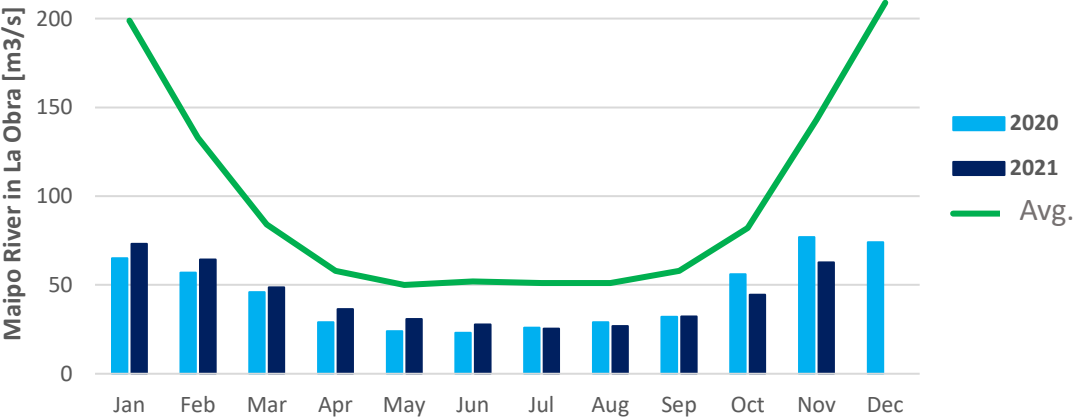
Impact on water availability





A phenomenon that has accelerated in the last decade

combining scarcity with episodes of high turbidity



Maipo - Yeso system
supplies about 70% of
the Aguas Group
customers

Mega Drought
Lower availability of
our rivers that supply
the RM as well as the
natural recharge of El
Yeso



* Historical average considers period 1951-2021.



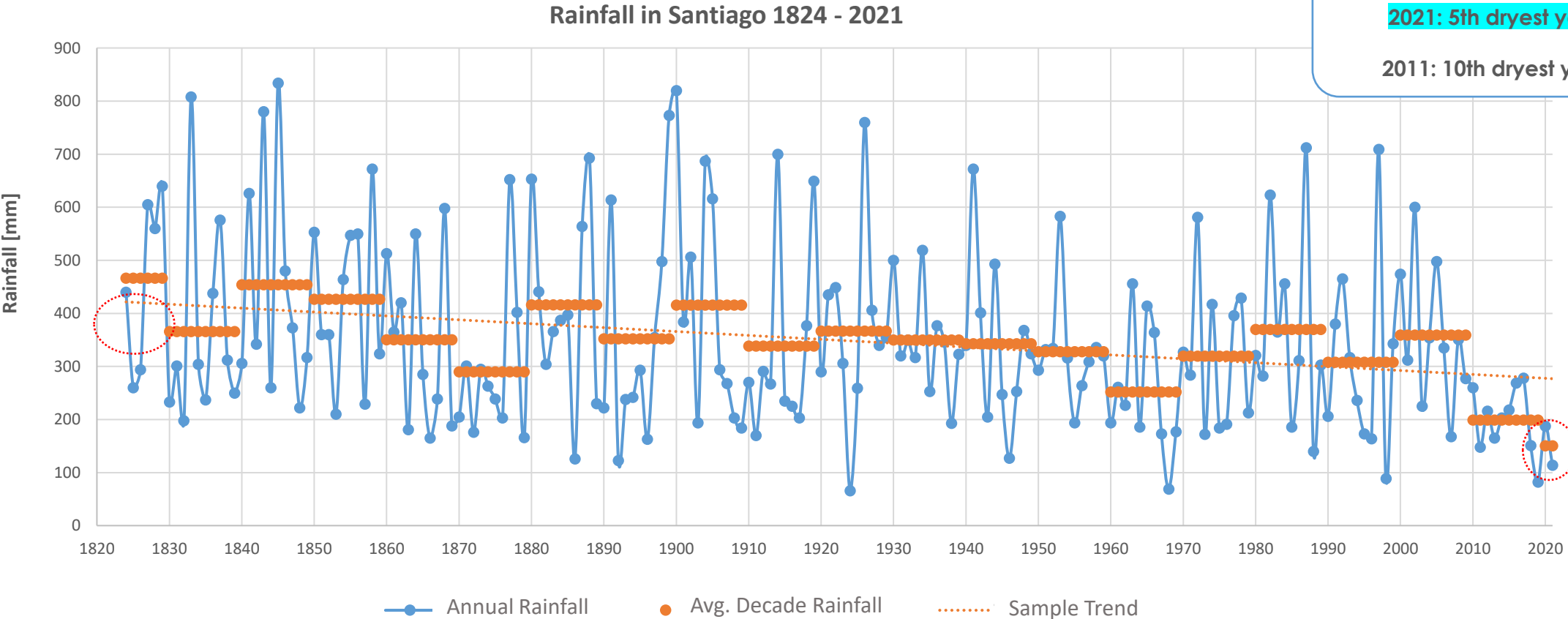
An ultimately accelerated phenomenon

combining scarcity and episodes of high turbidity

2019: 3rd driest year

2021: 5th driest year

2011: 10th driest year



1820-1830
460
mm/year.



2010-2020
200
mm/year.

-57%

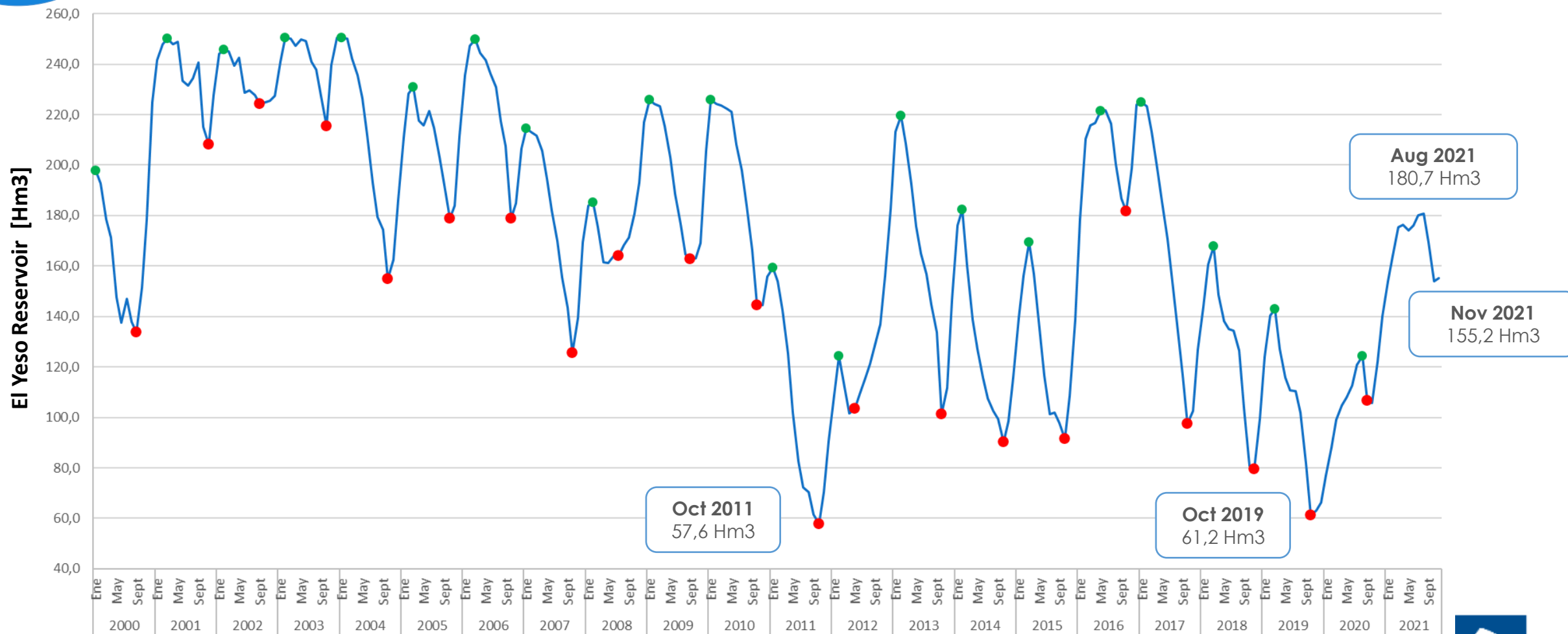


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Challenge: Climate change

Adequate regulation of the availability of the El Yeso Reservoir





Agreement with Maipo Canalists: Collaborative management to face water scarcity

Projects in common: Aguas Maipo working table

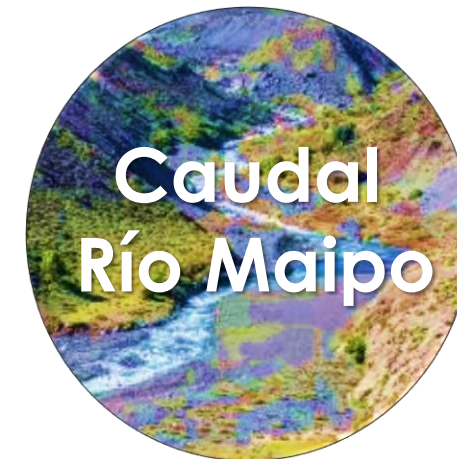
Even in periods of drought, there are surpluses among owners of water rights in the basin.

Redistribute surpluses from agricultural users, for their protection in the El Yeso Reservoir and thus meet the annual filling goals to ensure the supply of Greater Santiago.

More information and better coordination to face shortages.

Since August 23 Hm3 have been optimized.

Equivalent to ~ 10% of El Yeso Reservoir or over 15 tanks in Pirque





WE MOVE FORWARD IN THE DEVELOPMENT OF SOLUTIONS

Integration of concrete and innovative solutions

Concrete Investments of
US\$ 250 million
In climate change works

Increase of supply
310-340 Hm³/year
To 2030

Advanced
Management of
Wells



Wells of Lo Mena



Reuse Purified
Water



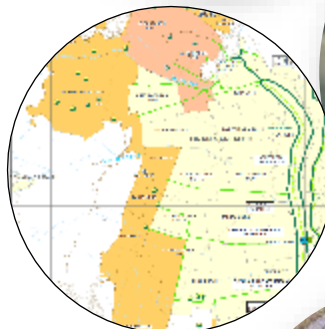
Wells of Antonio Varas



Hydric Efficiency Plan



Sounding Optimization Plan



Efficiency Plan in Production
Plants

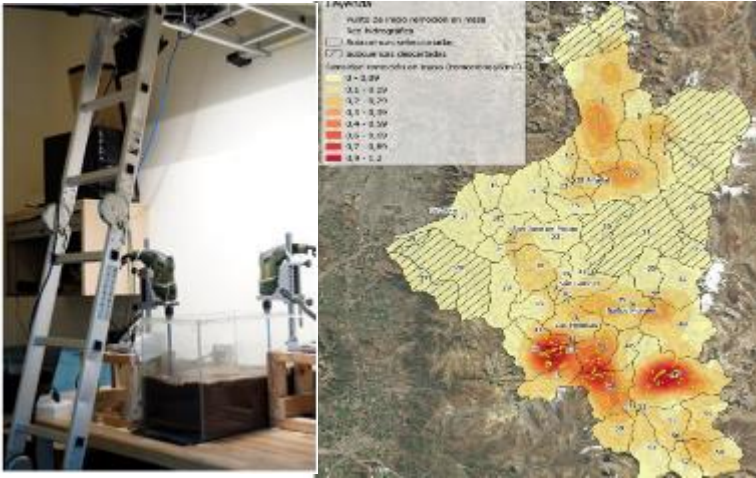


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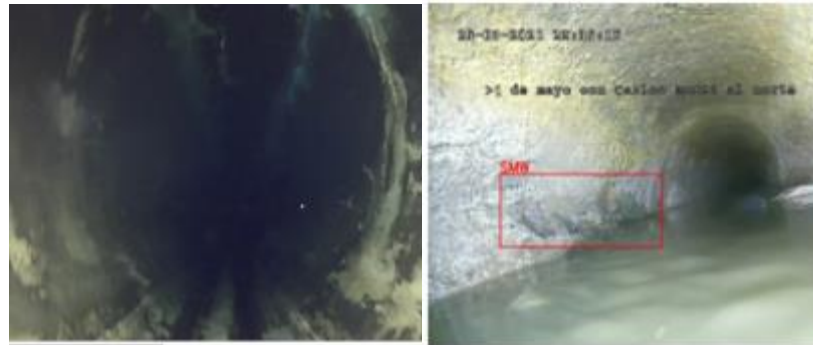
WE MOVE FORWARD TO **DEVELOP SOLUTIONS**

Different Solutions are tested, developed and integrated in order to better face the challenges.



HIGH TURBIDITY ALERT SYSTEM

Integration of meteorological forecasting solutions, turbidity modeling, risk characterization of mass removal.



INSPECTION AND ADVANCED DIAGNOSIS

Robotic inspection in infrastructure and pipes with difficult access and advanced diagnosis of structural state with artificial intelligence.



USE OF SATELLITE TECHNOLOGY FOR DIAGNOSIS

Satellite technology evaluation for remote leak detection.



Clientes



Nuevos clientes



Mi cuenta de agua



Servicio al cliente



Descarga tu boleta



Infórmanos tu lectura



Mi boleta por e-mail



Información de Interes

3

CLIENTS'
MANAGEMENT



CLIENTS MANAGEMENT IN PANDEMIC



Debt cuts suspended / March 20

No one will run out of water for not being able to pay for it

- Exceptional refills are supplied without payment
- Payment plan in up to 12 installments
- Portal room to apply online [//ayudasocial.aguasandinas.cl](https://ayudasocial.aguasandinas.cl)



Credit policy flexibilized

- Inhibition of collecting interest from social clients (712 thousand / 40% RSH vulnerability).
- We facilitate access to Digital Agreements: Lower initial payment and amount of balances, plus the expansion of the debt range.
- (≥ 2 balances, 15% standing and debt range \$ 20,000 to \$ 600,000 / ≥ 3 / 30% standing and \$ 40,000 to \$ 200,000).
- Customization of the agreements / adjusted to the needs of each client.



We promote social agreements: Aguas Andinas gives you a hand

- Initial payment \$10 mil
- 24 fixed and interest-free installments (\$2,500/15.6% of the average account)

24 HORAS

CORONAVIRUS

Aguas Andinas y coronavirus: Nadie se quedará sin agua por no poder pagarla

La empresa anunció las 7 medidas por las cuales busca "estudiar caso a caso" y evitar la falta de suministro por el coronavirus.

24Horas.cl Tv

19.03.2020

Aguas Andinas entregó una declaración sobre la pandemia que registra el país por el coronavirus COVID-19, asegurando que "nadie se va a quedar sin agua por el hecho de no poder pagarla".

Modelo de atención resiliente

Contact Center / Personal Agencia www.aguasandinas.cl



Habilitación de todos los canales de atención para efectuar convenios.



Contact Center



Oficina Virtual



APP Móvil



Asesoría Comercial



Tótem Autoatención



Agencias



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COVID LAW N°21249 FOR UTILITIES

PROHIBITION OF CUTTING DUE TO DEBT



Enacted in August 2020

60% RSH vulnerability, > 60 years, Labor Discontinuity, Independent and SMEs with decreased income // 90 Days duration // 12 Interest-free installments

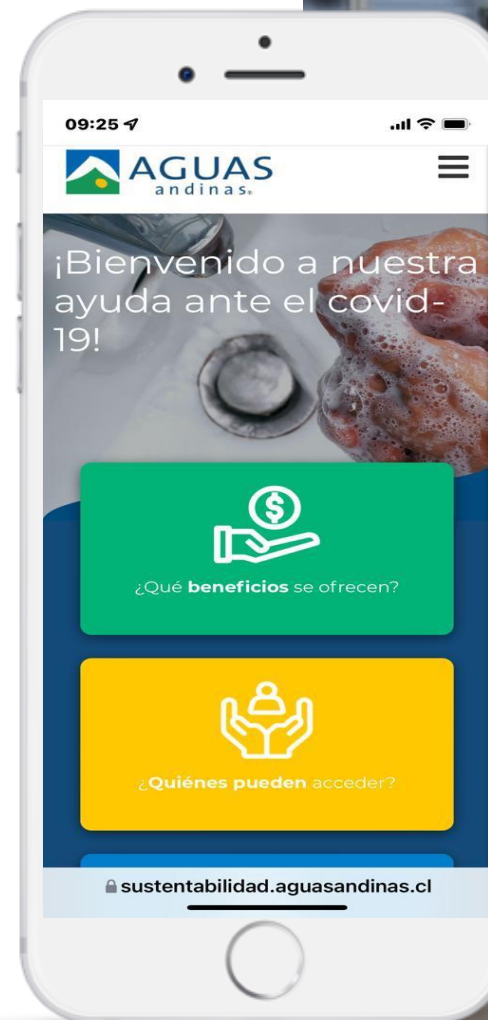
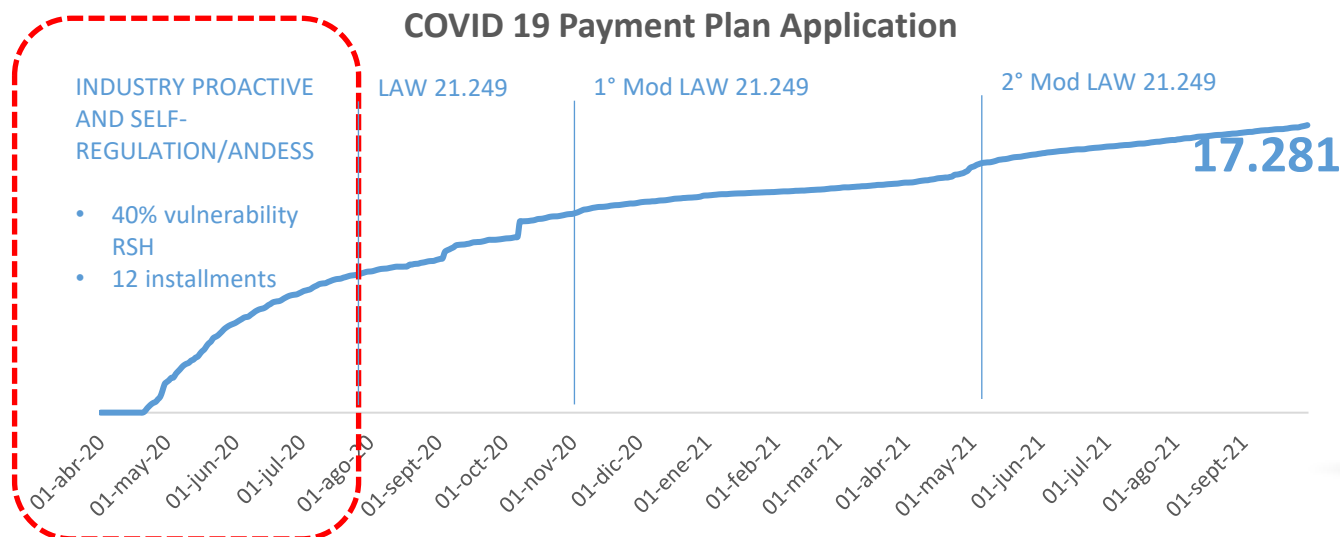
Dec 2020 - 1° modification

270 days long // 36 Interest-free installments

May 2021 - 2° modification

80% RSH vulnerability // Dec 31 21 // 48 Interest-free installments

39% Due Debt // **34%** without Debt // **27%** Deuda Convenida



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TERRITORIAL DEPLOYMENT

Deepen our bond with neighbors, communities, leaders and municipalities.
Strengthen our citizen brand and provide **biosecure and close** attention



REPACT IN YOUR HOME

Commercial advice in the residence of the clients offering payment facilities



Social Responsibility

New business model, integrating Cut and Restore Contracts in new social management actions, adapting COVID 19 actions, processes and protocols.



19%

Effectiveness

21.498

Agreements

MOBILE AGENCY



8.125

Attention

(Since 28-09-20)

267

Events

(Starting Sept 20)

MUNICIPALITIES



We signed an agreement to help families **"Start over"**, to facilitate access to agreements.

The benefit for 10,000 families in Florida.

(Joint initiative with the Municipality of la Florida and Enel).



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WE DEPLOY DIGITALLY

WALKING TOWARDS A DIGITAL RELATIONSHIP

DIGITAL COMMUNICATION



29.8% Clients with Electronic billing (Sector Avg. ~ 12%)

We duplicate

- 63% Digital Campaigns.
- Clients are kept informed of their debt.
- Effective communication channel.



38,9% Clients registered in Virtual Office (OV)

30% growth.

- Increased digital contactability.
- We adapt the OV, facilitating access to massive transactions.



76,2% digital payment

(sector avg. ~52% dec 2020)

33% Growth.

- Control of delinquency with massive payment channels.
- 9 digital portals.



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NOS DESPLEGAMOS DIGITALMENTE

MOVING FORWARD TO A DIGITAL RELATIONSHIP



VOICE BOT

- A virtual telephone assistant that uses artificial intelligence for speech recognition and classification algorithm.
- **11% Effectiveness** (Agreements / answering clients)
- **6.165 agreements signed.**



Digital collection: SMS + EMAIL

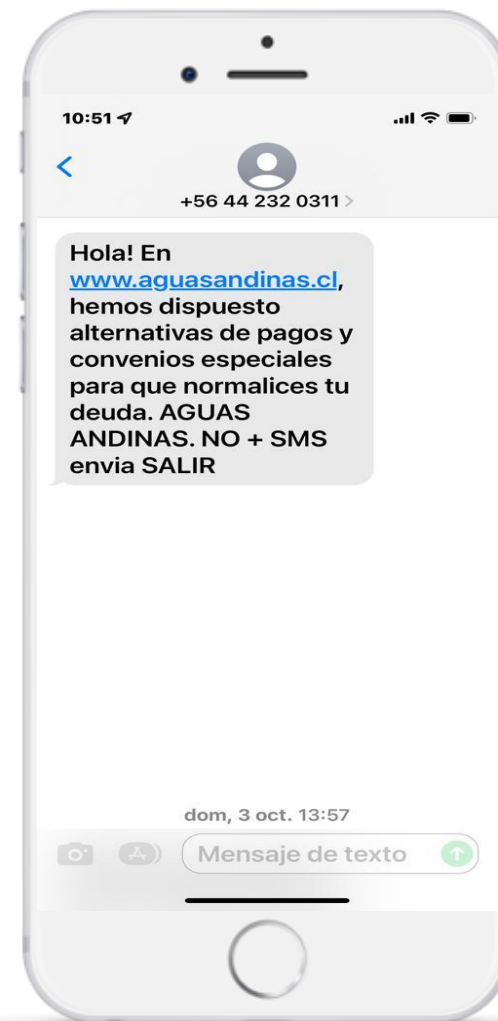
- **171 th SMS** sent per month
- **53 th EMAIL** sent per month



Asesorías Comerciales

Proactive customer support and digital enablement calls.

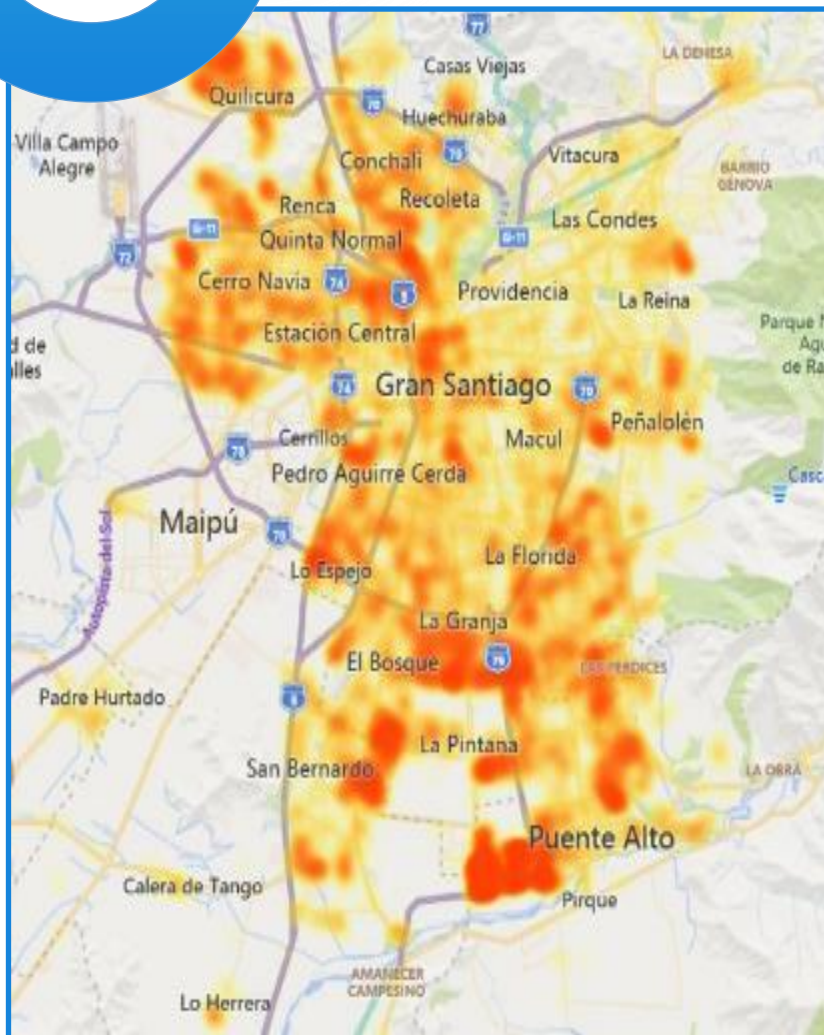
- Main debtors (municipalities)
- Commercial and Industrial
- Reinforcing agreements





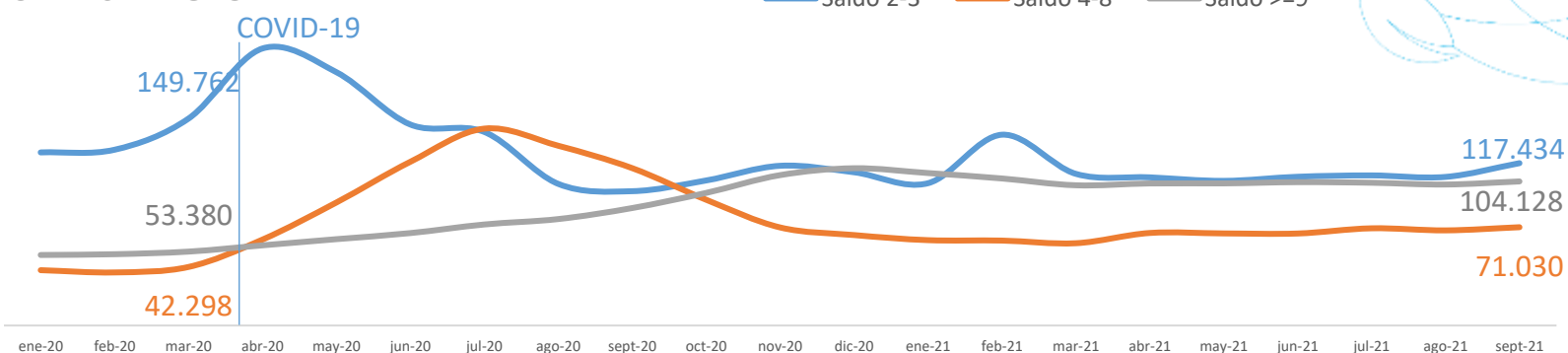
DEBT EVOLUTION SEPTEMBER 2021

DUE DEBT AND DELINQUENCY

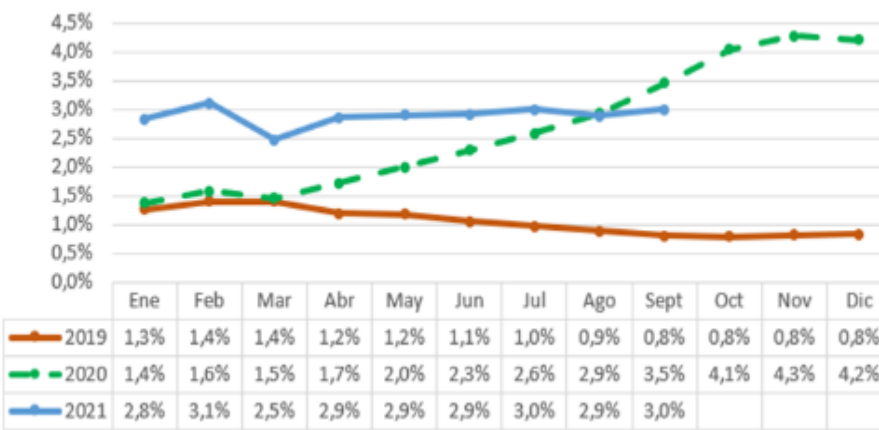


CLIENTS > 8 UNPAID BILLS

CLIENTS BY AGE OF DEBT



% Uncollectible/Revenues



Client's Debt	sept-21	dec-20	Var.
Less than 3 months	75.403	80.768	-5.365
3-6 months	4.417	3.975	441
6-8 months	2.619	2.186	433
Subtotal	82.439	86.929	-4.491
More than 8 months	18.094	18.736	-643
Agreements	31.500	19.729	11.771
Subtotal	49.594	38.465	11.128
Total gross debt	132.033	125.395	6.638



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