

## Relevant Information

Medellín, May 5, 2020

The Superintendence of Residential Public Utilities, by means of Resolution 20202400012285 of April 29, 2020, considers that EPM did not comply with the electricity service quality indicators regulated by CREG Resolution 097/2008, which allow the measurement of the average amount of electricity that the provider fails to supply to its market during one quarter of the year; specifically those corresponding to i) The Quarterly Index of Discontinuity (ITAD, for the Spanish original) voltage level 1, for Q3 and Q4 2017 and Q2 and Q3 2018; and ii) for having 59 users, whose estimated compensation exceeded the cost of the distribution service billed for the months of May to June 2017, January to March and October to December 2018. Consequently, it is penalizing EPM with a fine, which will not be payable until the legal appeals filed by EPM are resolved.

Finally, it is important to consider that Empresas Públicas de Medellín has coverage and service quality plans, investments in networks and substations and technology, in order to provide quality service to all its customers, and carries out different preventive and predictive maintenance actions to keep the networks in optimum operating condition and continuously improve the quality of its electricity service.

*estamos ahí.*