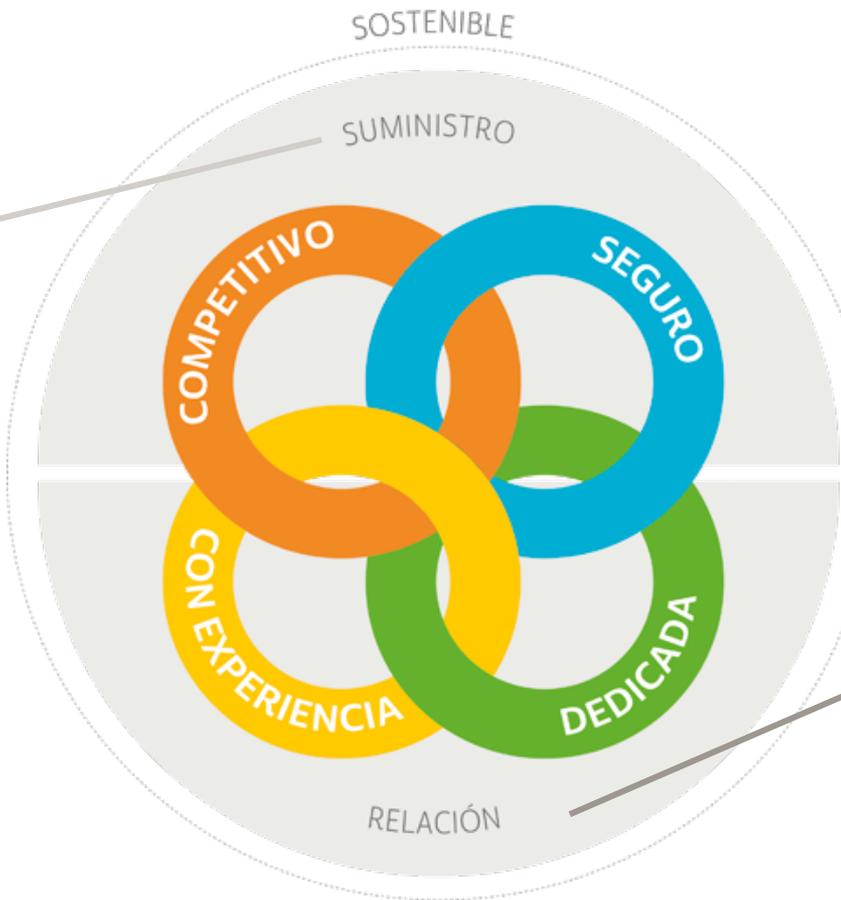


Client Management Model

Sustainable Electrical

Supply:

We seek to design, build and operate generation projects with high technical, economic, social and environmental standards, in order to achieve a sustainable energy supply in the long term for the country and our customers. This sustainable supply, in turn, implies the fulfillment of two important conditions: safety and competitiveness



Sustainable Relationship :

In a market where contracts last for several years, we aim to build longterm relationships with customers, based on mutual benefit, transparency and permanent dialogue. In order to meet these criteria, our relationship with clients is built on two relevant assets: experience and dedication

Client Management Model

Competitive Electrical Supply:

A highly professional management in the purchase of fuels, operational efficiency in power plants and an adequate management of water resources, are the basis for being able to offer competitive prices. In addition, we are integrating new sources of energy, such as solar and wind, into our commercialization portfolio, so that we can take advantage of the drop in costs that has occurred in these technologies.

Experience:

Colbún has 30 years of experience in the power generation business, with a team of professionals and technicians recognized in the industry. Between 2006 and 2016 we were the Company that added the most installed capacity to the Central Interconnected System.

Safe Electrical Supply:

To provide a safe supply we have a mix of diversified generation that comprises an important base of renewable technologies (mainly hydroelectric, complemented by commercialization of energy or NCRE attributes of wind generation and biomass) and thermoelectric generation power plants with high environmental standards. In addition, in our operation we seek to ensure levels of excellence in operational management through high availability of our plants) as well as in environmental and social management, integrating our power plants to the environment in an adequate manner.

Dedicated Relationship:

Colbún manages its contractual relationships in a personalized manner, providing fast, effective and customized solutions for each consumer. In addition, each year Colbún conducts a survey of the perception and satisfaction of our customers, in order to detect which elements are operating well and which are opportunities for improvement.

