

Getting utility working with customers who are challenge by energy poverty: Security Installation Project and Energy Volunteer Programme

May, 28th

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Social Fund for energy retrofitting: energy secure installations

Social Fund for energy retrofitting

The objective is to retrofit the homes of vulnerable families to improve their energy efficiency reducing their bills and/or make their homes more comfortable and healthy.

Who can participate?

- Employees
- Providers
- Customers
- Citizens

**Naturgy Foundation
doubles the quantities
donated by participants**

Which dwellings?

Naturgy Foundation signs agreements with social entities and local administrations and identify the dwelling to be retrofitted.



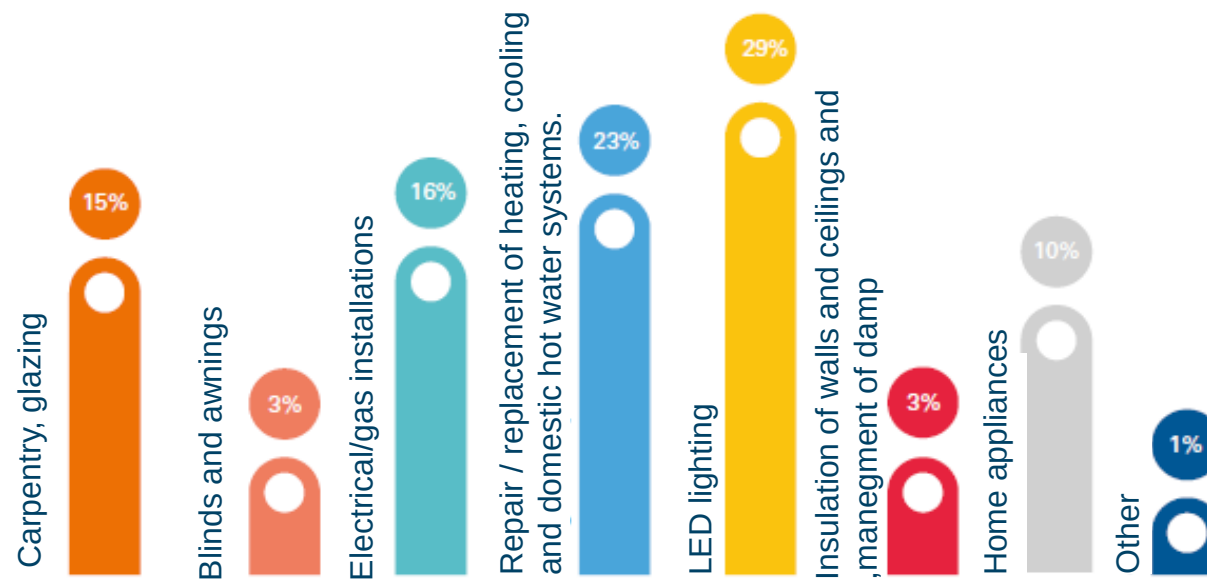
Figures of Social Fund for energy retrofitting



**More than
1000
retrofitting**
since October 2018

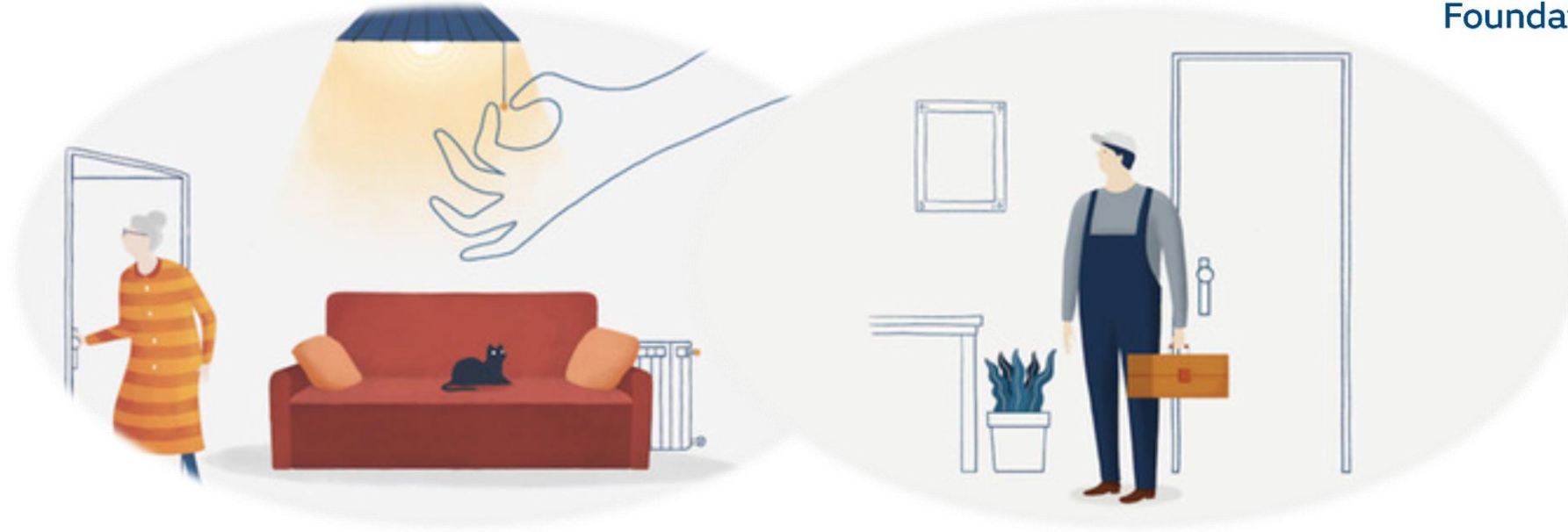


**15 social
entities**



*Figures at dec 2019

Social Fund for energy retrofitting



Social entities



External building companies



Social Services



Great difficult to undertake retrofitting



Naturgy (identify of target customers)



Their external network of maintenance companies

Social Fund for energy retrofitting

Energy secure installations



Social entities



Social Services



Naturgy



Naturgy's external
network of
maintenance
companies

Social Fund for energy retrofitting

Social Fund for energy retrofitting

Energy secure installations



Goal of the project

- Take advantage of our **network external maintenance companies** to make retrofitting required by NGOs and Social Services to replace or repair equipment, energy installations and reforms related to improving energy efficiency in homes, offering our guarantee, quality and good prices.

Benefits

- **NGOs and Social services**
They get a fast, safe and guaranteed way to carry out the necessary retrofitting for both installations, energy equipment and energy efficiency reforms that guarantee them a good price and quality of service.
- **Naturgy**
Help vulnerable customers, improve energy efficiency, help the network of maintenance companies.
- **External network of maintenance companies**
A new income stream, with payment guarantee.

“Win-Win” for external companies, vulnerable customers and 3er sector.

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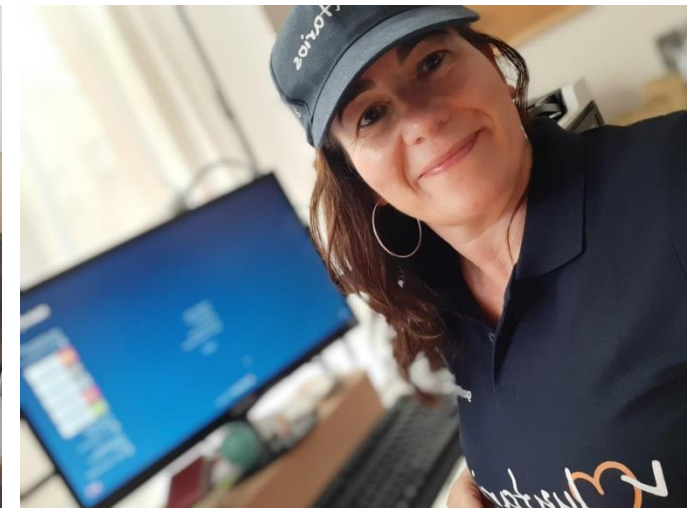
Corporate energy volunteering



The goal is to improve the comfort and energy savings of the vulnerable target, to improve their knowledge on efficient consumption habits which allows them to achieve savings on their bills.

Tasks

- **Advise** and **accompany** social workers and / or families.
- **Provide solutions** to save on the energy costs, facilitate the payment of their bills and promote efficient consumption habits.
- **Explain** the **procedures** necessary to obtain social tariffs and other aids
- **Give tools and knowledge** so that both workers and families acquire autonomy in energy management.
- **Raise** young people's **awareness** of responsible resource management and energy efficiency



Corporate energy volunteering

Proyectos sensibilización

 “Cruz Roja Juventud”

 “Gestionando mi energía”

Volunteers bring key concepts of energy, energy efficiency and sustainability to children and teens through games and experiments.

Proyectos energéticos

 Home energy consulting

 Family energy advice

Volunteers explain the bill and talk about energy and energy efficiency through informative sessions, they also assess about contract supply.


500
Volunteers


More than
2.500
Families
attended


900
Children
sensitized


254
retrofitting

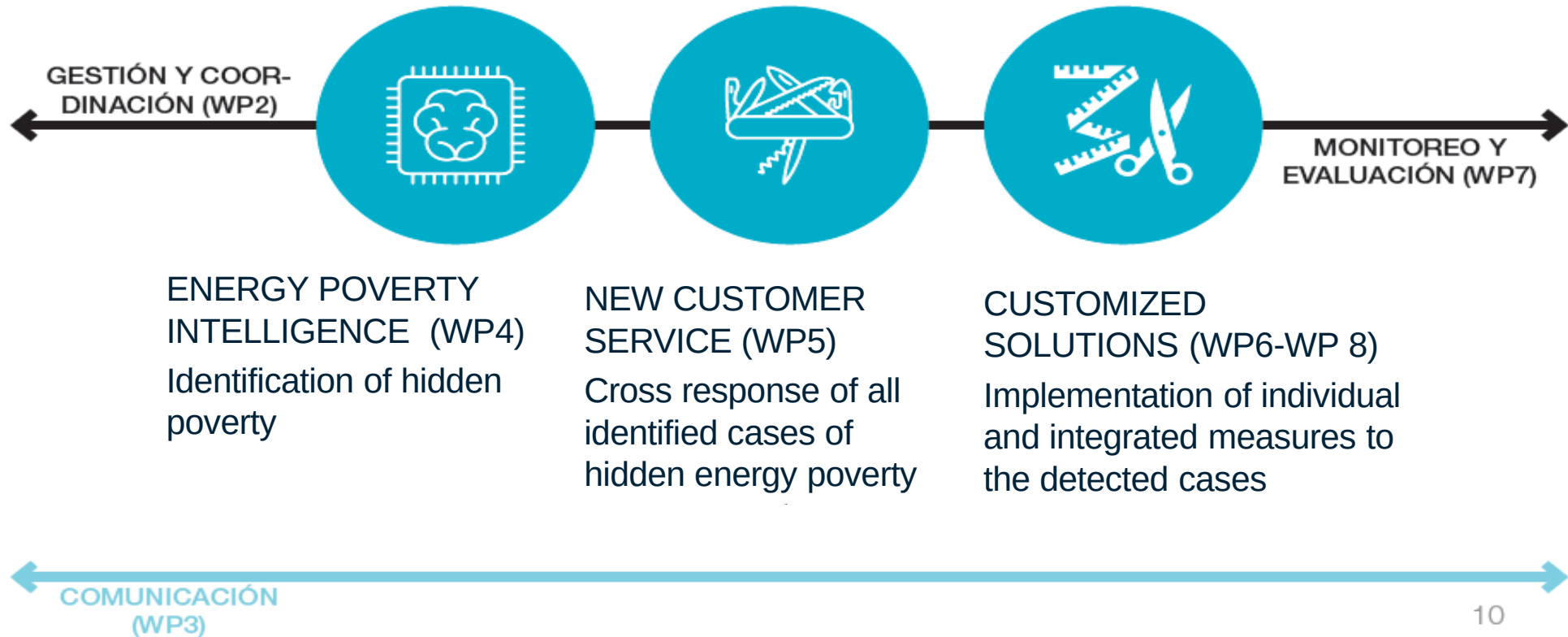
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EPIU – Getafe

Energy **P**overty **I**ntelligence **U**nit

- 1| Proactively identify **hidden energy poverty (HEP)** cases in Getafe and break the stigma on energy poverty.
- 2| Develop **new tool** to identify HEP more effectively and deliver more efficient services
- 3| **Design more proactive and direct services** that act on HEP directly, taking into account the particularities of each vulnerability pattern
- 4| Test **tailored solutions** to assess their effects on heating and cooling energy poverty
- 5| **Improve the quality of life** of people affected by energy poverty
- 6| Develop a “**refund**” **system** for beneficiaries to compensate for the solutions implemented in their homes according to their financial circumstances.
- 7| Promote **horizontal work and collaboration** within the areas of the City Council

Getting ready the
application ready
(WP1)



EPIU Getafe

Partners



Stackeholders





Thanks

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