

Naturgy Foundation Energy vulnerability plan

SocialWatt Conference

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Social Projects

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Main areas

Energy & Environment

Promote a serious and rigorous debate on energy and the environment based on knowledge and data



Energy & Society

- Developing Energy Vulnerability Plan. Impact measurement
- Social innovation
- Best social energy initiative award
- International coordination of Naturgy Foundation



Education & dissemination

- Training on energy and promotion of vocations for all educational levels - - Awareness actions aimed at citizens for the transfer of specialized technical knowledge



Why this Plan?

Naturgy, sensitive to the problems of today's society, has been working since 2014 to combat a social reality that every day affects a wider group of society: energy poverty.

In 2017, the company launched an **Energy Vulnerability Plan** with the following objectives:

1. Improve **customer management and customer relations** in cases of energy vulnerability.
2. Enhance the **exchange of information** with local and regional Administrations for better identification of vulnerability situations.
3. Develop **activities with the Third Sector (NGOs)** to alleviate energy poverty cases.

Energy Vulnerability Plan

Customer relations



Exclusive channels for
vulnerable customers and
supporting entities:

 876
calls
 71,277
emails
dealing with
Social
Services

 111,680
telephone
calls to
Vulnerable
Customers

 323
calls
from the
Third
Sector
 130
emails
for attending
to the
Third
Sector

New procedures to manage
vulnerable customers...

- New debt splitting policies and customer-friendly criteria
- Improved customer tracking and communications

 164,935
customers
receiving
the "bono
social"
discount

Improving the relationship
with the different agents.
>> Agreements with
regional Adm

Social Projects



In activities related to energy poverty

- Agreements with Third Sector Entities (NGOs)
- Annual economic allowance

Develop a corporate volunteering programme ...



- Deployment within the Company with the Red Cross project > Energy Volunteering
- Opening to other childhood and youth programmes
- Opening to groups with disabilities



School of Energy ...



- Training social workers
- Training vulnerable families

Project “Low cost energy efficiency solutions”



- “Rehabilitación exprés para hogares vulnerables: Soluciones de bajo coste”
- Solidarity Fond for Renovation
- Social Innovation with PV installations for vulnerable people

Other Projects:



- European Projects
- Papers and studies in collaboration with universities
- Member advisory board of Chair of Energy and Poverty. Comillas University
- Best Social and Energy award
- Seminars in energy poverty

Energy Vulnerability Plan

Agreements with third sector entities

Strengthen and systematize the management of vulnerable clients and strengthen collaboration with Third Sector entities and communication with Social Services.





276
workshops
run in 2022

2,584
since 2017



3,942
people trained
47% families
53% technicians

30,961
since 2017

Sessions for professionals

The training, of approximately 3 hours, is focused on professionals from the world of the Third Sector and social workers. During the class, the understanding of the bill and responsible energy habits is deepened.

Webinars

- As a result of the state of alarm decreed by the Government due to the emergency situation COVID-19, the school offers virtual sessions on how to manage the energy bill, consumption habits and energy efficiency.
- 12 webinars given in 2021 on the price of energy, digital tools for energy management, electricity and gas bills, home security, new tolls, etc.

It was born with the aim of conditioning the homes of vulnerable families in terms of energy efficiency and thus achieve savings and/or greater comfort in the home

Why?

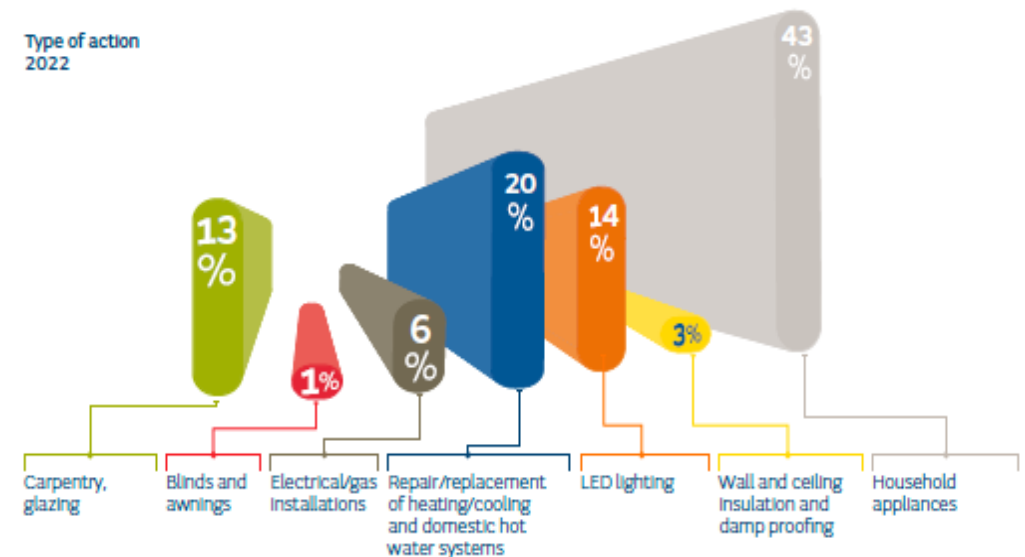
Express rehabilitation. The energy adaptation of homes is one of the **key measures** to reduce energy vulnerability. This is reflected in the National Strategy against Energy Poverty 2019-2024, which includes our initiative as an example of good practice.

What dwels?

The **social entities** and **administrations** with which agreements are signed for this purpose select the homes to be rehabilitated

 **1,111**
homes
rehabilitated
in 2022
3,625
since 2018

 **13**
collaborating
social
entities



Solar plants

It intends that the energy transition also reaches vulnerable groups through social innovation by coordinating entities, companies and vulnerable groups in distributed generation projects



Figura: 1. Superficie fotovoltaica - Edificio 01-Superficie del tejado sur

- Action in buildings of social entities and in homes of vulnerable families:
 - solar generation installation
 - improvement of energy efficiency
- Incorporation of social companies
- Monitoring of savings that are destined to increase the social work of the entity
- Participation of energy volunteering

Cumulative data

442 kWp | **16**
projects

11
social
entities

4,624
beneficiaries

Energy Vulnerability Plan

Corporate volunteering



186 active volunteers



24 energy volunteering proposals



445 collaborative actions by volunteers



1,738 volunteering hours



11,007 beneficiaries (energy only)

26,712 accumulated



Energy Vulnerability Plan

Seminars and publications

Since 2018, we have held an energy poverty seminar every year. It is an interdisciplinary collaborative workspace, where research or action proposals on energy vulnerability are presented.

The objective is that this exchange of experiences will enrich all the participants with visions from other disciplines.

Representatives from the university, business, government and social worlds, both national and international, participate in these meetings to promote social debate on this matter..

2017. Re-habilitación Exprés en hogares vulnerables. Soluciones de bajo coste.

2019. La pobreza energética en España. Aproximación desde la perspectiva de ingresos.

2020. Pobreza energética en Europa. Un análisis comparativo.

2021. La contribución del sector energético español a los nuevos objetivos sociales europeos

2022. Empleos que demandará el sector energético

2022. Re-habilitación energética exprés para hogares vulnerables. Soluciones de bajo coste (Actualización 2022)

2022. Re-habilitación energética exprés. Análisis y aportaciones de las entidades sociales.



SocialWatt project

- Naturgy Foundation is part of the SocialWatt project that started in 2019.
- The objective of Social Watt is to **help energy companies develop innovative measures** to alleviate energy poverty and, in this way, comply with the requirements of **article 7 of the European Energy Efficiency Directive**.
- Main reasons to be in the project:
 - Learn from other companies schemes.
 - Enhance our Energy vulnerability plan with new schemes.
 - Lear about the identification of energy poor people.



Behaviour

- ▶ **Changing behaviour**
 - Energy advice by volunteers
 - Brochure in bills or video with tips sent to customers.
 - Energy advisors courses to social workers

RES

- ▶ **PV installations in vulnerable people building:**
 - FN promote PV installation through agreements with NGOs that deal with vulnerable people.
 - Measure the impact of the installation.
 - 12 Projects

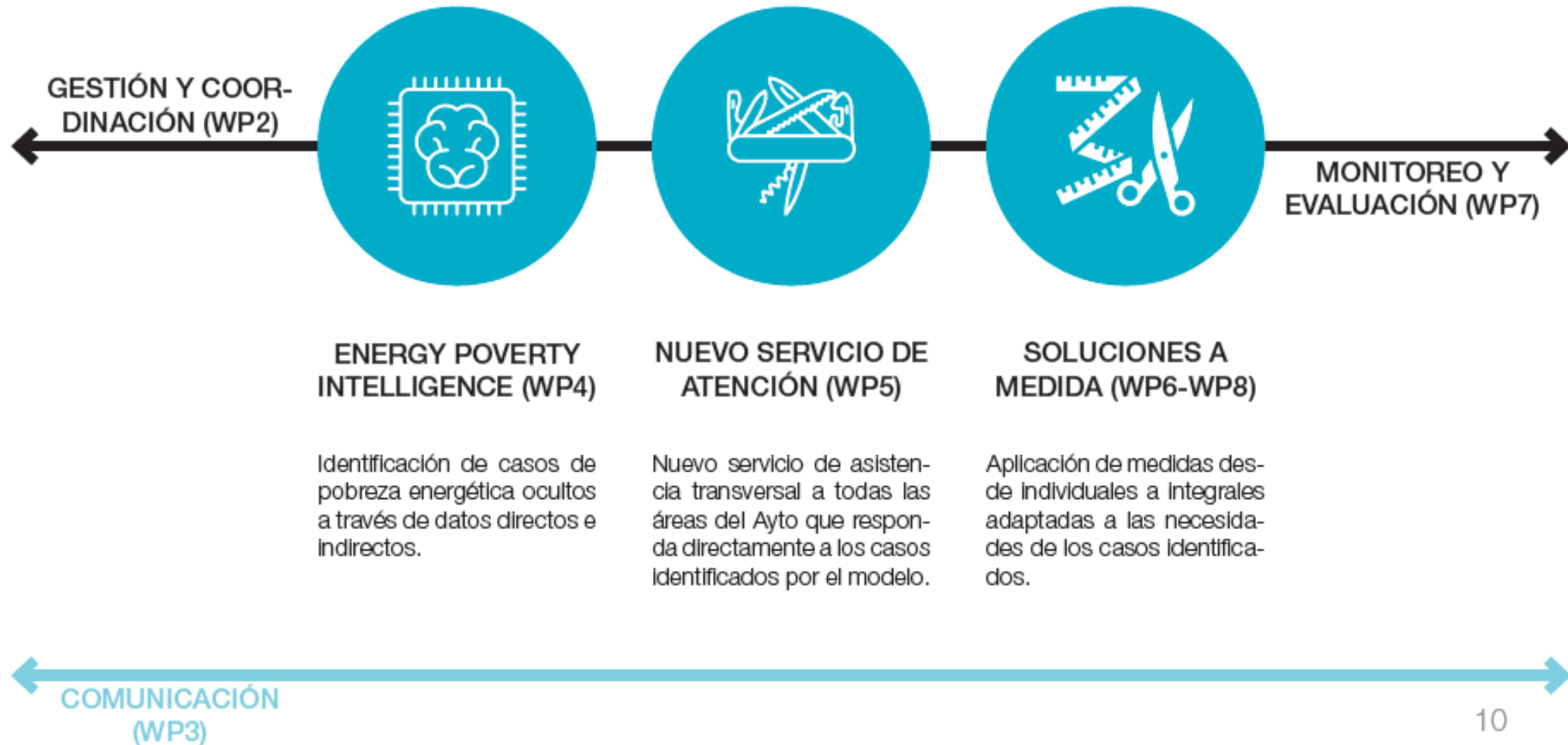
Energy efficiency

- ▶ **Energy efficiency kit**
 - Vulnerable customers who are accompanied by Red Cross will be eligible for a free energy efficiency kit. The kit contains energy-saving items that are easy to install.
 - Low cost retrofit. Volunteers who advice customers, will detect houses to be retrofitted.
 - 2,187 kits in 2022



- 1| Proactively identify **hidden energy poverty** (HEP) cases in Getafe and break the stigma around energy poverty
- 2| Leverage **technology** to surface HEP more effectively and to 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 tailor-made 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 “**reimbursement**” **system** so that beneficiaries compensate for the solutions implemented in their homes according to their possibilities
- 7| Promote **horizontal work and collaboration** between the areas of the City Council

Test a new intelligent detection system for cases of energy vulnerability and launch a public service adapted to the unique needs of each group





Thank you

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